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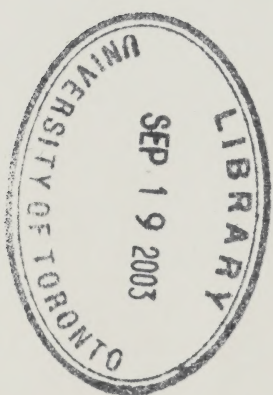
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t William Historical Park, Thunder Bay

KWIC INDEX TO SERVICES 2003

www.infogo.gov.on.ca



INDEX/GENERAL INQUIRY NUMBERS/MINISTRY WEB SITES

| MINISTRY PROGRAM OR SERVICE | (ACRONYM) (for this directory only) | WEB SITE (if available) | GENERAL INQUIRY NUMBER | PAGE |
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KWIC INDEX PACE COORDINATORS

The information in this directory is provided to Databases and Directories Unit by the designated PACE Coordinator in each ministry. The names are listed below.

| Ministry/Office | Name | Phone Number |
|---|-------------------------------|---------------|
| Agriculture and Food | Bernadette Bruzzese | (519)826-4129 |
| Attorney General | Dave Goldsmith | (705)329-6820 |
| Cabinet Office | Kevin Sims | (416)325-3654 |
| Chief Election Officer | Maria R Cacciaccarro | (416)326-1977 |
| Citizenship | Pat Naylor | (416)314-7711 |
| Community, Family and Children's Services | Dahlia Ferrari | (416)327-4614 |
| Consumer and Business Services | Paul D. MacDonald | (416)326-8764 |
| Culture | Erin Ferguson | (416)212-3926 |
| Education | Quincy Romain | (416)326-3613 |
| Energy | Connie Careri | (416)327-7106 |
| Enterprise, Opportunity and Innovation | Lynda Bond | (416)325-6759 |
| Environment | Elizabeth Soares | (416)314-4071 |
| Environmental Commissioner's Office | Cynthia Robinson | (416)325-3368 |
| Finance | Charlaine Schwass | (905)433-5851 |
| Francophone Affairs | Ghislain Albert | (416)325-4967 |
| Health and Long-Term Care | Marisa Conforti | (416)327-7171 |
| Information and Privacy Commissioner's Office | Sandra Menezes | (416)326-3918 |
| Integrity Commissioner's Office | Claire Miller | (416)314-8983 |
| Intergovernmental Affairs | Lynda Bond | (416)325-6759 |
| Labour | Julie Jones | (416)326-7260 |
| Legislative Offices | Krista von Tiesenhausen | (416)325-3598 |
| Lieutenant Governor's Office | Vania Cecchin | (416)325-7790 |
| Liquor Control Board of Ontario | Donita Hagborg | (416)864-6954 |
| Management Board | Cristina da Rocha | (416)327-2847 |
| Municipal Affairs and Housing | Sherry Gonsalves | (416)585-7018 |
| Native Affairs | Glenda Innis | (416)326-4753 |
| Natural Resources | Sara Quade | (705)755-1416 |
| Northern Development and Mines | Denise Anderson | (705)564-7444 |
| Ombudsman's Office | Dean Morra | (416)586-3353 |
| Provincial Auditor's Office | John Sciarra | (416)327-2317 |
| Public Safety and Security | Dave Goldsmith | (705)329-6820 |
| Tourism and Recreation | Erin Ferguson | (416)212-3926 |
| Training, Colleges and Universities | Quincy Romain | (416)326-3613 |
| Transportation | Vivianne Tries | (905)704-2380 |

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MINISTERIAL RESPONSIBILITY FOR ACTS 697-708

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KWIC INDEX and OTHER PUBLICATIONS

The KWIC (Key Word in Context) INDEX TO SERVICES is prepared by the Databases and Directories Unit, Access and Inquiry Services, Information and Services Branch, Ministry of Consumer and Business Services. This directory is designed to provide a "key word" reference to descriptions of the Ontario government programs and services. Specific services are listed in italics, within horizontal lines, at the end of the office description. The directory also provides the address, general inquiry number, fax number and the hours of service for each unit.

YEAR 2003

If you want to be informed of the availability of the next KWIC INDEX TO SERVICES, please email your inquiry to pace@gov.on.ca or mail this form to:

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Databases and Directories Unit
5th Flr
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Toronto, ON M7A 1N8

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The GOVERNMENT OF ONTARIO TELEPHONE DIRECTORY, a companion reference to the KWIC INDEX, is organized by ministry, division, branch and agency. It contains some 35,000 names and telephone numbers of key government employees, including an alphabetical cross-referenced list of employee names and telephone numbers. It also contains names, addresses and phone numbers of MPPs and their constituency offices. The preliminary pages include general inquiry numbers of major government departments, Web sites, as well as Queen's Park area maps. An index of government programs and services is printed at the back of the directory.

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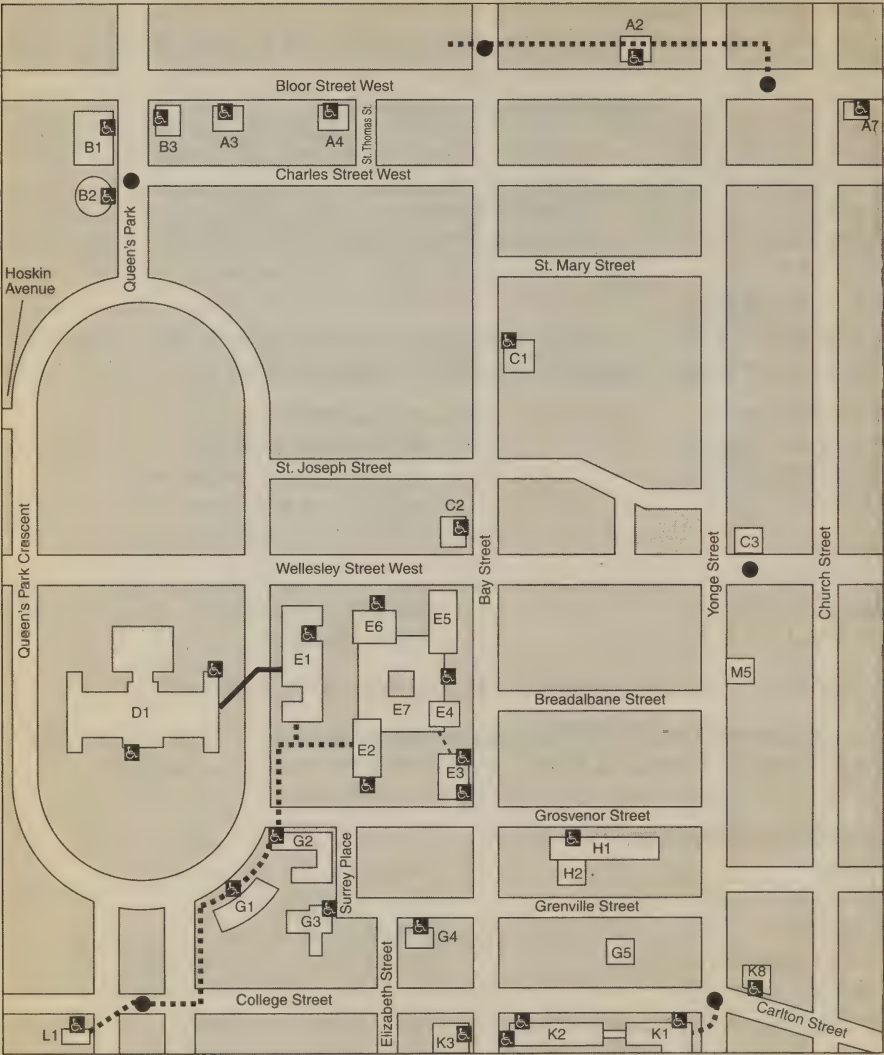
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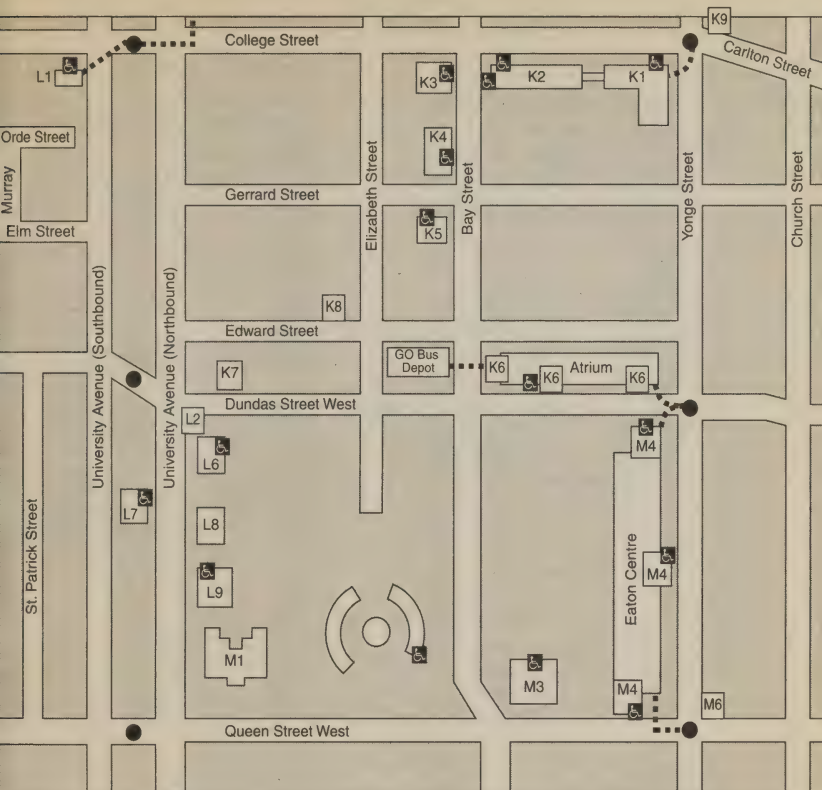
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QUEEN'S PARK AREA MAP



QUEEN'S PARK AREA MAP



MAPS

Queen's Park and Vicinity KEY ● Subway ♿ Wheelchair Access — Tunnel (Entrance from first basement) --- Subway tunnels

LEGEND

- | | | | |
|--|--|---|---|
| A2 - 2 Bloor St. W. | E1 - 99 Wellesley St. W. (Whitney Block) | G5 - 18 Grenville St. (Q.P. Credit Union) | K9 - 2 Carlton St. |
| A3 - 151 Bloor St. W. | E2 - 80 Grosvenor St. (Hepburn Block) | H1 - 25 Grosvenor St. (George Drew Bldg.) | L1 - 700 University Ave. |
| A4 - 101 Bloor St. W. | E3 - 880 Bay St. 50 Grosvenor St. | H2 - 26 Grenville St. (Coroner's Office) | L2 - 505 University Ave. |
| A7 - 175 Bloor St. E. | E4 - 900 Bay St. (Mowat Block) | K1 - 444 Yonge St. (Provincial and Small Claims Courts) | L6 - 439 University Ave. |
| B1 - 100 Queen's Park (Royal Ontario Museum) | E5 - 900 Bay St. (Hearst Block) | K2 - 777 Bay St. (College Park) | L7 - 400 University Ave. |
| B2 - 100 Queen's Park (Planetarium) | E6 - 77 Wellesley St. W. (Ferguson Block) | K3 - 790 Bay St. | L8 - 393 University Ave. |
| B3 - 125 Queen's Park (Q.P. Entrance) (Ombudsman Office) 157 Bloor St. W. (Bloor St. Entrance) | E7 - 900 Bay St. (Macdonald Block) | K4 - 720 Bay St. (Attorney General) | L9 - 361 University Ave. (Court House) |
| C1 - 1075 Bay St. (The Citadel) | G1 - 7 Queen's Park Cr. (Frost Building South) | K5 - 700 Bay St. (Luciff Place) | M1 - 130 Queen St. W. (Osgoode Hall) |
| C2 - 56 Wellesley St. W. | G2 - 95 Grosvenor St. (Frost Building North) | K6 - Atrium on Bay, includes: 20 Dundas St. W. 40 Dundas St. W. 595 Bay St. | M3 - 60 Queen St. W. (Old City Hall) |
| C3 - 40 Wellesley St. E. | G3 - 2 Surrey Place | K7 - 180 Dundas St. W. | M4 - Eaton Centre, includes: 1 Dundas St. W. (North Tower) 250 Yonge St. (East Tower) 20 Queen St. W. (South Tower) |
| D1 - Legislative Building | G4 - 77 Grenville St. (Archives of Ontario) | K8 - 123 Edward St. | M5 - 415 Yonge St. |
| | | | M6 - 1 Queen St. E. |

THE ONTARIO PARLIAMENT

PARLIAMENT

(encompasses three areas of responsibility)

LEGISLATIVE

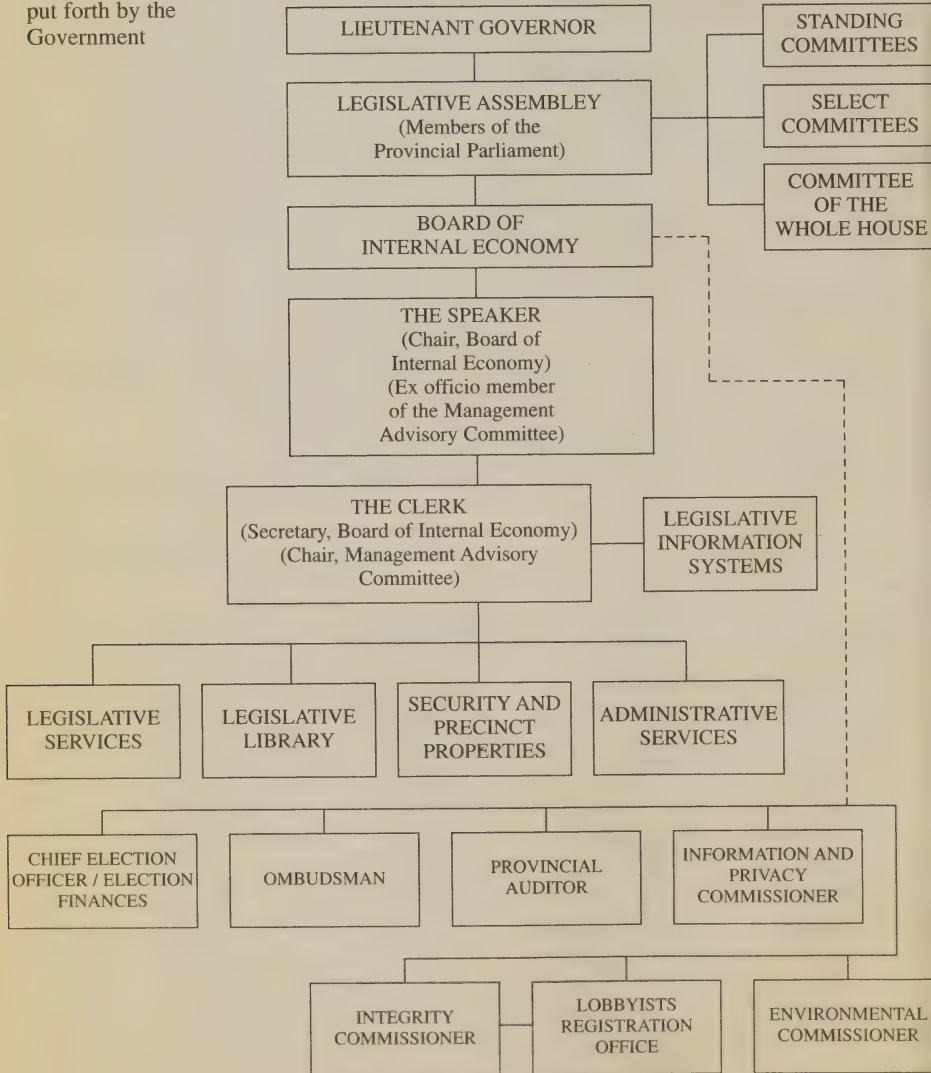
- enacts, amends and repeals legislation
- authorizes the collection and expenditure of funds
- debates the policies put forth by the Government

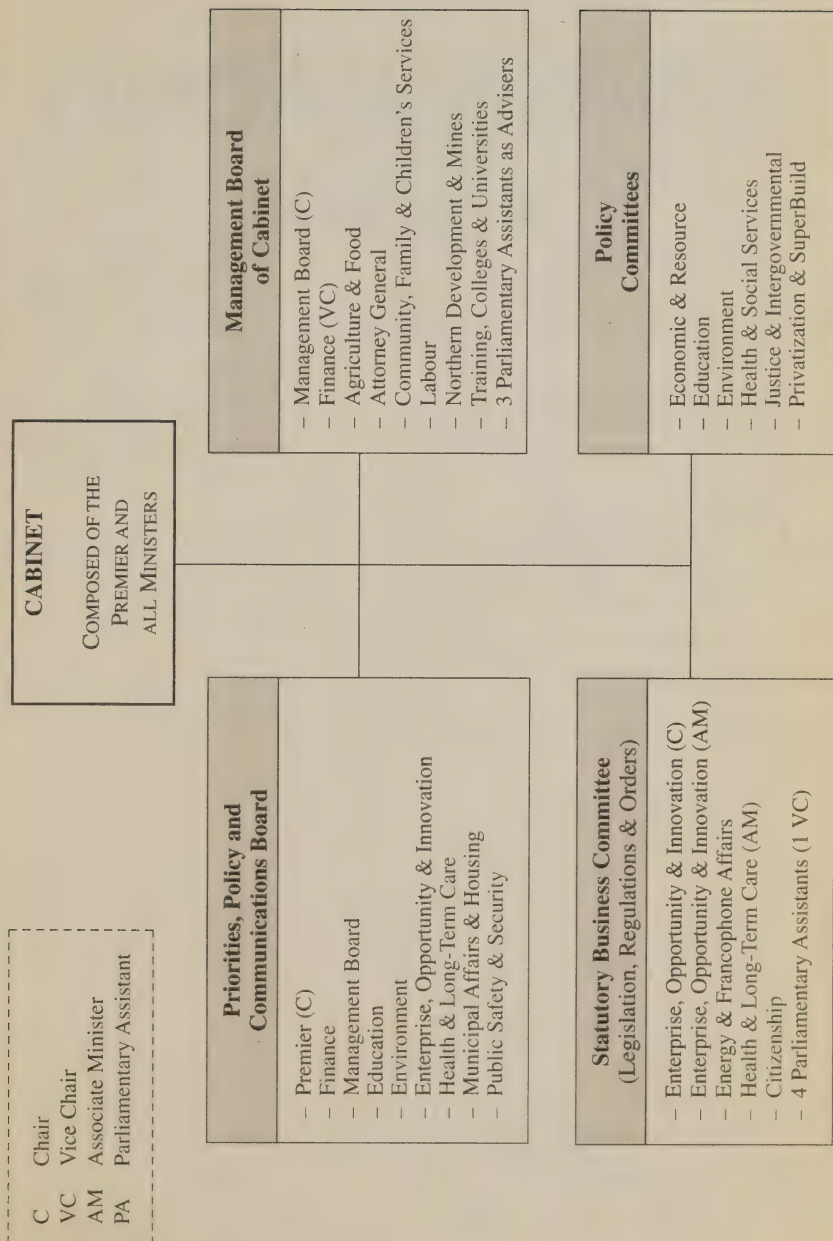
JUDICIARY

- adjudicates civil and criminal disputes through all levels of courts in the province

EXECUTIVE

- formulates government policy
- administers government programs





I&IT ORGANIZATION AND CLUSTERS

The Office of the Corporate Chief Information Officer (CIO) provides corporate leadership for Information Management and Information Technology (I&IT) in the Ontario government. This office works with the seven Clusters to ensure that I&IT:

- is aligned with the government's business directions
- advances the government's business vision
- supports flexible, responsive, innovative public service
- enables the Ontario government to do business differently
- helps make Ontario the best place to live, work and do business

The IT Clusters are:

CENTRAL AGENCIES CLUSTER:

Cabinet Office
Management Board of Cabinet
Ministry of Finance

COMMUNITY SERVICES CLUSTER:

Ministry of Citizenship
Ministry of Culture
Ministry of Education
Ministry of Intergovernmental Affairs
Ministry of Municipal Affairs and Housing
Ministry of Tourism and Recreation
Ministry of Training, Colleges and Universities

ECONOMICS AND BUSINESS CLUSTER:

Ministry of Consumer and Business Services
Ministry of Energy
Ministry of Enterprise, Opportunity and Innovation
Ministry of Labour

HUMAN SERVICES CLUSTER:

Ministry of Community, Family and Children's Services
Ministry of Health and Long-Term Care

JUSTICE CLUSTER:

Ministry of the Attorney General
Ministry of Public Safety and Security

LAND AND RESOURCES CLUSTER:

Ministry of Agriculture and Food
Ministry of the Environment
Ministry of Natural Resources
Ministry of Northern Development and Mines

TRANSPORTATION CLUSTER:

Ministry of Transportation

ORGANIZATION INDEX

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MINISTRY ABBREVIATIONS

Ministries are designated by the below abbreviations. These acronyms are for the purpose of this directory only and are not approved designations. Agencies, boards and commissions are listed under their parent ministry.

| Abbreviation | Ministry/Agency | Abbreviation | Ministry/Agency |
|--------------|---|--------------|-------------------------------------|
| CBS | Consumer and Business Services | MCL | Culture |
| CFC | Community, Family and Children's Services | MCZP | Citizenship |
| ECO | Environmental Commissioner | MEM | Legislative Assembly (MPPs) |
| EDU | Education | MIA | Intergovernmental Affairs |
| ENE | Environment | MNR | Natural Resources |
| ENG | Energy | MOH | Health and Long-Term Care |
| EOI | Enterprise, Opportunity and Innovation | MTO | Transportation |
| FIN | Finance | MTR | Tourism and Recreation |
| ICO | Integrity Commissioner (includes Lobbyists Registration Office) | NAT | Native Affairs |
| IPC | Information and Privacy Commissioner | NDM | Northern Development and Mines |
| LAB | Labour | OBD | Ombudsman Ontario |
| LEG | Legislative Offices | OCE | Chief Election Officer |
| LTG | Lieutenant Governor's Office | OFA | Francophone Affairs |
| MAG | Attorney General | OMAF | Agriculture and Food |
| MAH | Municipal Affairs and Housing | OPA | Provincial Auditor |
| MBS | Management Board of Cabinet (includes Secretariat) | OPO | Cabinet Office |
| | | PSS | Public Safety and Security |
| | | TCU | Training, Colleges and Universities |

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KEY WORD INDEX

Pages 37-104

HOW TO USE THE KEY WORD INDEX

From the alphabetical list of key words in the KEY WORD INDEX, select the key word which relates most closely to the information you require. A ministry abbreviation and page number are printed to the right of each key word entry.

The below example illustrates how you would find information about renewing your Driver's Licence. Information is obtained by selecting the key word **driver** and turning to page 692 of the ministry of Transportation Information.

| KEY WORD | Ministry abbreviation | Page |
|--|--------------------------|------|
| driver licensing, renewals, change of address, Drivers and Vehicles Office | (MTO) | 692 |

Some key words include a substitute word or "see also" cross-reference key word to help you locate the desired information. For example if you look up the topic of motor vehicle, you are directed to See also vehicles. This example is printed on page 82 of this directory.

This KWIC Index is organized into the following sections:

- Pages i - x **Introductory Information**
- Pages 1 - 36 **Organization Index** of all Ontario government office names accessed by the public, along with the associated page references in this directory.
- Pages 37 - 104 **Key Word Index.** Refer to top of this page.
- Pages 105 - 695 **Organization Descriptions** include brief descriptions of offices, and service names where applicable. Descriptions include contact addresses and phone numbers.
- Pages 697 - 708 **Ministerial Responsibility for Acts** is an alphabetical listing of the Legislative Acts governed by each Ontario government ministry. The corresponding ministry name is printed for each Act.

NOTE: Refer to the "Blue Pages" of your public telephone directory for phone numbers of federal, provincial and municipal government services available to you in your local dialing area.

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OFFICE OF THE LIEUTENANT GOVERNOR OF ONTARIO

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www.lt.gov.on.ca
8:30 - 5:00 **

The Office of the Lieutenant Governor provides support for the constitutional and community roles of The Queen's representative in Ontario. The Office arranges for the signing of Cabinet and Ministry documents and the granting of Royal Assent, and supports the Lieutenant Governor in the ceremonial opening, prorogation or dissolution of the Legislative Assembly. The Office coordinates the Lieutenant Governor's calendar of official engagements held at Queen's Park and in communities throughout the province, and on request, sends congratulations from the Lieutenant Governor to Ontario residents and organizations marking important occasions, such as wedding anniversaries (50th and over), birthdays (90th and over) and special events.

THE ONTARIO GOVERNMENT

Queen Elizabeth II is the head of State, represented in Ontario by the Lieutenant Governor.

Ontario's parliamentary system has three branches:


The Executive Branch is comprised of elected representatives. The Premier and Ministers of the Crown collectively form the Cabinet of Ontario. Ministers are responsible for policies and program delivery in 22 ministries. The government is generally formed by the political party winning a majority of seats (representatives) in an election, with the party leader becoming the Premier of Ontario.

The Legislative Branch is comprised of all elected representatives and is presided over by a Speaker. It makes, amends and repeals laws, authorizes taxes, reviews expenditure estimates, receives reports, and debates bills, motions and resolutions.

The Judicial Branch is comprised of appointed individuals who administer justice by adjudicating criminal and civil disputes in Ontario's courts.

Ontario's government is supported by the Ontario Public Service, headed by the Secretary of the Cabinet.

CABINET OFFICE

**Whitney Block
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The role of Cabinet Office is to manage the decision-making structures of the Ontario Government, ensuring that they effectively reflect the policies and programs of the government. Cabinet Office, working with the Premier's Office, supports Cabinet and its committees in establishing an agreed upon policy agenda and overall priorities, and works with ministries to ensure that a full range of policy options is provided to Cabinet. From time to time, Cabinet Office establishes special working groups to develop policy in areas of particular priority or which require inter-ministry coordination. In addition, Cabinet Office liaises with the Government House Leader's Office on the legislative agenda, and coordinates corporate communications and issues management processes.

ACTS

Executive Council Act

Lieutenant Governor Act

LEGISLATIVE OFFICES

Legislative Bldg
Queen's Park
Toronto M7A 1A2 ☎

LEGISLATIVE ASSEMBLY OF ONTARIO

Legislative Bldg
Queen's Park
Toronto M7A 1A2
www.ontla.on.ca ☎

The **Legislative Assembly**, commonly called the House, consists of 103 **Members of Provincial Parliament (MPPs)** elected to represent the people in their constituencies. The Assembly performs legislative, financial and critical functions. It considers proposals for **legislation** or bills; enacts, amends and repeals legislation; authorizes the collection of funds from the people of Ontario; and scrutinizes the policies put forth by the government. As the presiding officer, the Speaker of the Assembly is responsible for both the policy and operations of the Legislature. The Clerk of the Assembly, in the capacity of principal permanent officer, provides the Speaker and MPPs with procedural advice.

QUEEN'S PARK - MEMBERS OF PROVINCIAL PARLIAMENT (MPPS)

This list below displays MPPs and their constituency names in alphabetical order, according to the constituency or riding name in bold print. Following this list is another list ordered alphabetically by the MPPs name. That list also includes the constituency name, address, phone and fax numbers.

Brown, Mike LIB
ALGOMA - MANITOULIN

McMeekin, Ted LIB
**ANCASTER - DUNDAS -
FLAMBOROUGH - ALDERSHOT**

Tascona, Joe PC
BARRIE - SIMCOE - BRADFORD

Prue, Michael NDP
BEACHES - EAST YORK

Gill, Raminder PC
**BRAMALEA - GORE - MALTON -
SPRINGDALE**

Spina, Joe PC
BRAMPTON CENTRE

CLEMENT, HON. TONY PC
BRAMPTON WEST - MISSISSAUGA

Levac, Daye LIB
BRANT

Murdoch, Bill PC
BRUCE - GREY - OWEN SOUND

Jackson, Cam PC
BURLINGTON

Martiniuk, Gerry PC
CAMBRIDGE

Hoy, Pat LIB
CHATHAM - KENT - ESSEX

Ruprecht, Tony LIB
DAVENPORT

Caplan, David LIB
DON VALLEY EAST

TURNBULL, HON. DAVID PC
DON VALLEY WEST

EVES, HON. ERNIE PC
**DUFFERIN - PEEL - WELLINGTON -
GREY**

O'Toole, John R, PC
DURHAM

Colle, Mike LIB
EGLINTON - LAWRENCE

Peters, Steve LIB
ELGIN - MIDDLESEX - LONDON

HUDAK, HON. TIM PC
ERIE - LINCOLN

Crozier, Bruce LIB
ESSEX

Kells, Morley PC
ETOBICOKE - LAKESHORE

STOCKWELL, HON. CHRIS PC
ETOBICOKE CENTRE

Hastings, John PC
ETOBICOKE NORTH

Lalonde, Jean-Marc LIB
GLENGARRY - PRESCOTT - RUSSELL

ELLIOTT, HON. BRENDA PC
GUELPH - WELLINGTON

Barrett, Toby PC
HALDIMAND - NORFOLK - BRANT

Hodgson, Chris PC
**HALIBURTON - KAWARTHA LAKES -
BROCK**

Chudleigh, Ted PC
HALTON

Agostino, Dominic LIB
HAMILTON EAST

Bountrogianni, Dr. Marie LIB
HAMILTON MOUNTAIN

Christopherson, David NDP
HAMILTON WEST

Dombrowsky, Leona LIB
**HASTINGS - FRONTENAC - LENNOX
AND ADDINGTON**

JOHNS, HON. HELEN PC
HURON - BRUCE

Hampton, Howard NDP
KENORA - RAINY RIVER

Gerretsen, John LIB
KINGSTON AND THE ISLANDS

WITMER, HON. ELIZABETH PC
KITCHENER - WATERLOO

Wettlaufer, Wayne K, PC
KITCHENER CENTRE

Beaubien, Marcel PC
LAMBTON - KENT - MIDDLESEX

STERLING, HON. NORMAN W, PC
LANARK - CARLETON

RUNCIMAN, HON. ROBERT W, PC
LEEDS - GRENVILLE

Mazzilli, Frank PC
LONDON - FANSHAWE

CUNNINGHAM, HON. DIANNE PC
LONDON NORTH CENTRE

Wood, Bob PC
LONDON WEST

TSUBOUCHI, HON. DAVID H, PC
MARKHAM

Sampson, Rob PC
MISSISSAUGA CENTRE

DEFARIA, HON. CARL PC
MISSISSAUGA EAST

Marland, Margaret PC
MISSISSAUGA SOUTH

Vacant Riding PC
MISSISSAUGA WEST

BAIRD, HON. JOHN PC
NEPEAN - CARLETON

Kormos, Peter NDP
NIAGARA CENTRE

Maves, Bart PC
NIAGARA FALLS

Martel, Shelley NDP
NICKEL BELT

McDonald, Al PC
NIPISSING

GALT, HON. DOUG PC
NORTHUMBERLAND

KLEES, HON. FRANK F, PC
OAK RIDGES

CARR, HON. GARY PC
OAKVILLE

OUELLETTE, HON. JERRY J, PC
OSHAWA

COBURN, HON. BRIAN PC
OTTAWA - ORLÉANS

Boyer, Claudette IND
OTTAWA - VANIER

Patten, Richard LIB
OTTAWA CENTRE

McGuinty, Dalton LIB
OTTAWA SOUTH

Guzzo, Garry PC
OTTAWA WEST - NEPEAN

HARDEMAN, HON. ERNIE PC
OXFORD

Kennedy, Gerard LIB
PARKDALE - HIGH PARK

Miller, Norm PC
PARRY SOUND - MUSKOKA

Johnson, Bert PC
PERTH - MIDDLESEX

Stewart, Gary PC
PETERBOROUGH

ECKER, HON. JANET PC
PICKERING - AJAX - UXBRIDGE

Parsons, Ernie LIB
PRINCE EDWARD - HASTINGS

Conway, Sean LIB
RENFREW - NIPISSING - PEMBROKE

Di Cocco, Caroline LIB
SARNIA - LAMBTON

Martin, Tony NDP
SAULT STE MARIE

Phillips, Gerry LIB
SCARBOROUGH - AGINCOURT

Curling, Alvin LIB
SCARBOROUGH - ROUGE RIVER

Mushinski, Marilyn PC
SCARBOROUGH CENTRE

Gilchrist, J.S. (Steve) PC
SCARBOROUGH EAST

NEWMAN, HON. DAN PC
SCARBOROUGH SOUTHWEST

WILSON, HON. JIM PC
SIMCOE - GREY

Dunlop, Garfield PC
SIMCOE NORTH

Bradley, Jim LIB
ST CATHARINES

Bryant, Michael LIB
ST PAUL'S

CLARK, HON. BRAD PC
STONEY CREEK

Cleary, John LIB
**STORMONT - DUNDAS -
CHARLOTTENBURGH**

Bartolucci, Rick LIB
SUDBURY

MOLINARI, HON. TINA R, PC
THORNHILL

McLeod, Lyn LIB
THUNDER BAY - ATIKOKAN

Gravelle, Michael LIB
THUNDER BAY - SUPERIOR NORTH

Ramsay, David J, LIB
TIMISKAMING - COCHRANE

Bisson, Gilles NDP
TIMMINS - JAMES BAY

Churley, Marilyn M, NDP
TORONTO - DANFORTH

Smitherman, George LIB
TORONTO CENTRE - ROSEDALE

Marchese, Rosario NDP
TRINITY - SPADINA

Sorbara, Greg LIB
VAUGHAN - KING - AURORA

Arnott, Ted PC
WATERLOO - WELLINGTON

FLAHERTY, HON. JAMES M, PC
WHITBY - AJAX

YOUNG, HON. DAVID S, PC
WILLOWDALE

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 Barrie L4M 3M1
 General Inquiry (705)737-4242
 Toll Free 1-800-461-5473 (Within Riding)
 Fax (705)737-1085

Tascona, Joe PC
BARRIE - SIMCOE - BRADFORD
 ALTERNATE ADDRESS
 982 Innisfil Beach Rd
 Innisfil L9S 2B5
 General Inquiry (705)436-5478


TSUBOUCHI, HON. DAVID H, PC
MARKHAM
 Suite 201, 8901 Woodbine Ave
 Markham L3R 9Y4
 General Inquiry (905)305-1935
 Fax (905)305-1938

TURNBULL, HON. DAVID PC
DON VALLEY WEST
 Suite 106, 40 Wynford Dr
 Toronto M3C 1J5
 General Inquiry (416)445-4040
 Fax (416)445-7031 


Wettlaufer, Wayne K, PC
KITCHENER CENTRE
 70 Francis St N
 Kitchener N2H 5B5
 General Inquiry (519)579-5460
 Fax (519)579-2121

WILSON, HON. JIM PC
SIMCOE - GREY
 Unit 28, 180 Parsons Rd
 Alliston L9R 1E8
 General Inquiry (705)435-4087
 Fax (705)435-1051


WILSON, HON. JIM PC
SIMCOE - GREY
 ALTERNATE ADDRESS
 50 Hume St
 Collingwood L9Y 1V2
 General Inquiry (705)446-1090
 Toll Free 1-800-268-7542 (Within Riding)
 Fax (705)446-3397

WITMER, HON. ELIZABETH PC
KITCHENER - WATERLOO
 375 University Ave E
 Waterloo N2K 3M7
 General Inquiry (519)725-3477
 Fax (519)725-3667 

Wood, Bob PC
LONDON WEST
 Unit 3, 312 Commissioners Rd W
 London N6J 1Y3
 General Inquiry (519)657-3120
 Fax (519)657-0368


YOUNG, HON. DAVID S, PC
WILLOWDALE
 Newtonbrook Plaza, Unit 3, 5801 Yonge St
 North York M2M 3T9
 General Inquiry (416)733-7878
 Fax (416)733-7709 

SPEAKER OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg
 Rm 180, Queen's Park
 Toronto M7A 1A2
 General Inquiry (416)325-7435
 Fax (416)325-6310
www.ontla.on.ca 


As the Chief Presiding Officer, the Speaker of the Legislative Assembly is responsible for both policy and operations of the Legislative Precinct which includes the Legislative Building, its surrounding grounds and the 1st, 2nd and 3rd floors of the Whitney Block. The Speaker also chairs the Board of Internal Economy which reviews and approves operating policy for the Office of the Assembly, governs the Assembly's financial affairs, including the review of the estimates.

CLERK OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344
www.ontla.on.ca 


The Clerk is the chief permanent officer of the Legislative Assembly, with the rank and status of a Deputy Minister. As the principal procedural adviser and senior officer of the House, the Clerk's responsibilities include advising the Speaker and Members of the **Legislature** on questions of procedure and interpretation of the rules and practices of the House. The Clerk is also responsible for the overall direction and administration of the Legislative Assembly and is Secretary of the Board of Internal Economy. The Clerk is Secretary of the Ontario Branch of the **Commonwealth Parliamentary Association**, with responsibility for coordinating the activities of the branch and the Legislature with other Parliaments, and Secretary of the Ontario section of the Assemblée parlementaire de la Francophonie. The office maintains the public disclosure statements of Members of the Legislative Assembly and the Executive Council for examination by Members and the public.

CLERK'S OFFICE

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344
www.ontla.on.ca 


The Clerk's Office supports the activities of the Clerk of the Legislative Assembly. The Clerk is the principal procedural adviser to the Speaker and Members of the Legislature and is responsible for the overall direction and administration of the Legislative Assembly.

FRENCH LANGUAGE SERVICES

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344 

The French Language Services coordinator provides guidance and assistance relating to the effective delivery of activities and services in French for the Legislative Assembly.

LEGISLATIVE INFORMATION SYSTEMS


Whitney Block
Rm 2440, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7000
Fax (416)325-3799
www.ontla.on.ca 

Legislative Information Systems (LIS), in partnership with our clients, develops strategies for investment in information systems and provides high quality information service and support required by Members and the Office of the Assembly to achieve their business goals. The service is centered at Queen's Park and extends across the province to all constituency offices.

ADMINISTRATIVE SERVICES DIVISION


The Administrative Services Division provides administrative services to Members and staff in the areas of Financial Services, Human Resources and Purchasing & Operations.

OFFICE OF THE EXECUTIVE DIRECTOR

Whitney Block
Rm 2501, 99 Wellesley St W
Toronto M7A 1A2
Fax (416)314-5995 


The Executive Director is a senior officer of the Office of the Assembly, with responsibility for the overall administration, planning and direction of the Administrative Services Division which includes three branches; Financial Services; Human Resources and Purchasing & Operations. The Executive Director oversees the provision of all Members' salaries and expenses and all appropriations to the three party caucuses; administers the preparation, review and implementation of the estimates of the Office of the Assembly; makes policy decisions in the Financial Services, Purchasing & Operations and Human Resources areas.

FINANCIAL SERVICES

Whitney Block
Rm 2630, 99 Wellesley St W
Toronto M7A 1A6
General Inquiry (416)325-9489
Fax (416)325-9521 


Financial Services provides support to Members of the Legislative Assembly, Assembly Offices, Commissions and Caucuses with a variety of financial services including payment processing, accounts receivable invoicing and collections, financial analysis, development, communication and advice on financial policies and procedures. The Branch is also responsible for: coordinating the annual estimates process for all the offices that are under the jurisdiction of the BOIE; providing internal financial reports to Members and other offices; external financial reporting including Members' Expenses & Public Accounts both tabled annually in the House; coordinating the annual financial audit for the Office of the Assembly; providing information and support to other offices re: Freedom of Information and Protection of Privacy Act and the Accountability for Expenses Act - Cabinet Ministers and Opposition Leaders, 2002; and coordinating the Assembly's Insurance & Corporate Credit Card Programs.

HUMAN RESOURCES

Whitney Block
Rm 2420, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3540
Fax (416)325-1537 (Payroll)
Fax (416)325-3573
8:30 - 5:00 


Human Resources offers services to the office of the Assembly staff and Commissions reporting to the Legislature, in the areas of: staffing; learning and development; payroll; staff relations and counselling; policy development and establishment of classification; compensation and benefits for offices of the Assembly. Benefits and payroll administration is also provided for MPPs and their staff, as well as all caucuses.

PURCHASING AND OPERATIONS

Whitney Block
Suite 2630, 99 Wellesley St W
Toronto M7A 1A6
General Inquiry (416)325-7222
Fax (416)325-7236
8:30 - 5:00 


Purchasing and Operations provides centralized purchasing, contract administration, mail handling, receiving, and asset management activities for the Legislative Assembly. This office also manages the Members' furniture and equipment entitlements for both Queen's Park and constituency offices through a central budget. All telecommunications requirements for both Legislative Precinct offices and constituency offices across Ontario are coordinated through this office.

FOOD SERVICES (SODEXHO ALLIANCE)

Legislative Bldg
Rm B29E, Queen's Park
Toronto M7A 1A6
(416)325-7396 (Catering and Steward Services)
(416)325-7398 (Reservations) 


Food Services operates a dining room and cafeteria in the lower level of the **Legislative Building** as well as a Tuck Shop on the main floor of the Whitney Block. Catering services are available upon request.

TELECOMMUNICATIONS

Whitney Block
Rm 2630, 99 Wellesley St W
Toronto M7A 1A6
General Inquiry (416)325-3598 


All telecommunications requirements for Members Queen's Park and Constituency Offices across the province, and Assembly departments are coordinated through the Telecommunications section within Purchasing & Operations.

LEGISLATIVE LIBRARY

Legislative Bldg
Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3900
(416)325-3900 (Research & Reference Inquiries for MPPs and their staff)
www.ontla.on.ca/library/libraryindex.htm
8:30 - 5:00 


Legislative **Library** Division provides **research** and information services to Members of Provincial Parliament (MPPs) and staff, officers of the Legislative Assembly, Caucus staff for all parties, and members of the Legislative Press Gallery. A research service is offered exclusively for MPPs. The library's collection includes political science, public administration, social science and legal materials; Canadian, provincial and US government publications; and major daily Ontario newspapers. Information Resources Branch compiles, edits the Ontario Government Publications Monthly Checklist and assigns International Standard Book Numbers (ISBN) and serial numbers (ISSN) to Ontario Government publications.

EXECUTIVE DIRECTOR'S OFFICE

Legislative Bldg North Wing
4th Flr Rm 409, Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3905
Fax (416)325-3909
8:30 - 5:00 


The Office of the Executive Director, Legislative Library Division, is responsible for the overall direction and administration of the division. The division consists of the Office of the Executive Director, Information Resources Branch, Research and Information Services Branch.

RESEARCH AND INFORMATION SERVICES BRANCH

Legislative Bldg North Wing
3rd Flr, Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3900
TTY (416)325-3919
Fax (416)325-3925
Fax (416)325-3696
www.ontla.on.ca/library/libraryindex.htm
8:30 - 5:00 


Research and Information Services Branch provides confidential, non-partisan research and reference services to MPPs and their staff, Standing and Select Committees, Caucus staff for all parties, and officers of the Legislative Assembly. More limited reference services are also provided to members of the Legislative Press Gallery. Direct service to ministry staff and others is limited to access to those materials not available elsewhere in Toronto. The service publishes research papers, electronic briefing books and other information products geared to the interests of MPPs on the Library's Intranet site.

INFORMATION RESOURCES BRANCH

Whitney Block
Rm 2330, 99 Wellesley St W
Toronto M7A 1A9
(416)314-8507 (ISBN & CIP Inquiries)
(416)325-3901 (Circulation & News Inquiries)
TTY (416)325-3919
Fax (416)314-8541 (ISBN & CIP Inquiries)
Fax (416)325-3925 (Circulation & News Inquiries)
8:30 - 5:00 


Information Resources Branch provides circulation and news services including a print and electronic clipping service for Members and their staff. Direct service to others is limited to access to those materials not available elsewhere in the Greater Toronto area. The Collections and Acquisitions unit is responsible for the selection, acquisition and management of the collection to ensure that it meets the immediate and longer-term needs of members. The branch also compiles and edits the Ontario Government **Publications** Monthly Checklist as well as assigns International Standard Book Numbers (ISBN) and serial numbers for Ontario Government Publications.

LEGISLATIVE SERVICES

Whitney Block
Rm 1405, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3502
Fax (416)325-5848
9:00 - 5:00 


The Legislative Services Division oversees the branches which are essential to the House and Committee proceedings. The division is responsible for Hansard Reporting and Interpretation Services, Broadcast and Recording Service, Interparliamentary and Public Relations Branch, Journals and Procedural Research Branch, and Committees Branch.

BROADCAST AND RECORDING SERVICE

Legislative Bldg
Rm 453, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7900
Fax (416)325-7916 


The **Broadcast** and Recording Service operates the Ontario **Legislative Television** Satellite Network (ONT.PARL.), the audio recording of House and Committee proceedings for transcription by Hansard, and the "in-house" closed circuit television system. All House proceedings are real-time captioned for the hearing impaired.

MEDIA STUDIO

Legislative Bldg
Rm 149, Queen's Park
Toronto M7A 1A2
General Inquiry (416)327-2819
Fax (416)327-3497 


The Media Studio is a fully functional television studio available for use by elected members of the Legislature.

COMMITTEES BRANCH

Whitney Block
Rm 1405, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3500 (Collect Calls Accepted)
TTY (416)325-3538
Fax (416)325-3505 


An important feature of the **Legislative Assembly** is the Committee system. Composed of Members drawn from each political party, Committees are created to study specific areas of jurisdiction or appointed on an ad hoc basis to inquire into specific issues. The Committees Branch provides procedural and administrative support to **Standing and Select Committees**, and offers advice and assistance on the drafting of motions relating to Committee business. The branch will answer questions about parliamentary procedure in Committees, matters referred to and being considered in Committees, and dates and times of Committee meetings. Callers will be referred to the offices of Committees for more detailed information on Committee matters.

HANSARD REPORTING AND INTERPRETATION SERVICES

Whitney Block
Rm 3330, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7400
(416)325-3962 (Interpretation)
(416)325-7410 (Index and Reference)
(416)325-7401 (Request for Transcripts)
Fax (416)325-3967 (Interpretation)
Fax (416)325-7430
www.ontla.on.ca 


Hansard Reporting and Interpretation Services provides substantially verbatim **transcripts** of the sittings of the **Legislature** of Ontario and its committees, publishes an official report (Hansard) and offers **French** and English interpretation services. Index information on Hansard for the current and past sessions of the Legislature is available. Hansard is distributed to each Member of the Provincial Parliament (MPP), the Legislative Library, public libraries, and the Caucus offices. It can also be obtained by personal shopping at the Publications Ontario Bookstore, 880 Bay St., Toronto, (416-326-5300). Draft and Final Hansards are available electronically within Queen's Park on the Legislative Assembly Intranet. Hansard reports, for both the proceedings in the Ontario Legislature and its committees, are also available on the Internet.

INTERPARLIAMENTARY AND PUBLIC RELATIONS BRANCH

Legislative Bldg
Rm 191, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7500
Fax (416)325-7489
8:30 - 5:00 

Interparliamentary and **Public Relations** provides a wide range of services to the Members of Provincial Parliament, staff of the **Legislative Assembly** and visitors to the Legislative Building. The following provides an overview of services offered by the branch: **Tours** and educational programs (bilingual); public inquiry service and tourist information; Exhibit programs for the Legislative Building; Legislative **Gift Shop** featuring Ontario products (Visa and Mastercard accepted); Health Services; Interparliamentary Relations (coordination of parliamentary associations/visiting delegations); Messenger Service for the Legislative Precinct; Legislative **Page** Program for Grade 7 and 8 **students**; Legislative Student Usher Program for university students; and co-ordination of Special Events.


JOURNALS AND PROCEDURAL RESEARCH BRANCH

Whitney Block
Rm 1407, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7350 (Collect Calls Accepted)
Fax (416)325-3534
www.ontla.on.ca 

The Journals and Procedural **Research** Branch coordinates daily publication of the Orders and Notices paper and the Votes and Proceedings. These documents are the official record of the activities of the Legislature. In addition to the Journals, the official permanent record of the Legislative Assembly's proceedings, the branch compiles and distributes a final Status of Business Report for each Session, consisting of information on **legislation**. Estimates, committee orders of reference, petitions, Sessional Papers and resolutions considered by the House. All current Sessional documents tabled in the House are retained in the branch and are available for public


inspection. The branch will also answer questions on the status of legislation (**bills**) from current and previous Sessions of the Legislature. The Procedural Research Section provides procedural research and analysis services to the Speaker, the Clerk of the House and MPPs.

SERGEANT-AT-ARMS AND PRECINCT PROPERTIES DIVISION

Legislative Bldg North Wing
Rm 411, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7445
Fax (416)325-7154 


The Sergeant-at-Arms and Precinct Properties Division is responsible for security and building management within the Legislative Precinct.

OFFICE OF THE SERGEANT-AT-ARMS

Legislative Bldg North Wing
Rm 411, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7445
(416)325-4934 (Booking Requests)
Fax (416)325-7154
8:30 - 5:00 


The Sergeant-at-Arms is responsible for security in the House and the Legislative Precinct. The Office of the Sergeant-at-Arms provides advice and responds to security issues to the Members of Provincial Parliament and the Legislative Assembly. The Sergeant-at-Arms provides ceremonial services on behalf of the Ontario Legislative Assembly.

LEGISLATIVE SECURITY SERVICE

Legislative Bldg
Rm B-7, Queen's Park
Toronto M7A 1A2
(416)325-1111 (Emergency Calls)
(416)325-1114 (Information & General Inquiry)
(416)325-9950 (Information & General Inquiry)
Fax (416)325-9912
24 Hours 


The **Legislative Security Service** provides a full range of in-house security services to the Legislative Precinct under the direction of the Sergeant-at-Arms. The Legislative Precinct represents the Main Legislative Building, its grounds and the Whitney Block.

SECURITY SYSTEMS

Legislative Bldg North Wing
Rm 414, Queen's Park
Toronto M7A 1A2
Fax (416)325-8476
8:30 - 4:30 


Security Systems issues photo identification, manages the security cameras, electronic access to the building, locksmithing, and other security systems issues.

PRECINCT PROPERTIES BRANCH

Whitney Block
Rm 2540, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3585
Fax (416)325-3593
8:30 - 4:30 


The Precinct Properties Branch is responsible for building operations and maintenance for the Main Legislative Building, and the first three floors of the Whitney Block. The branch provides general building services which include interior design and repair services. It is also responsible for heritage conservation and a long-term program to upgrade the Legislative Building. Plans include compliance with life and fire safety and accessibility standards.

GOVERNMENT CAUCUS OFFICE

Legislative Bldg
Rm 251, 111 Wellesley St W
Toronto M7A 1A8
General Inquiry (416)212-3600
Fax (416)325-3810 


The Progressive Conservative Party (PC) currently forms the Government of Ontario. Each **PC** Member of Provincial Parliament (MPP) is part of the Government **Caucus**. The Caucus deliberates policies and programs which will become part of legislation to be introduced in the Legislature. Specific committees are responsible for certain areas. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. In addition, to his/her Queen's Park office, each Progressive Conservative MPP has a local constituency office to serve the needs of the people that he or she represents.

LIBERAL CAUCUS SERVICE BUREAU

Legislative Bldg East Wing
4th Flr, Queen's Park
Toronto M7A 1A4
General Inquiry (416)325-7200
www.ontarioliberal.com 

The Liberal Party (LIB) is currently the Official Opposition to the Ontario Government. Each Member of Provincial Parliament (MPP) belonging to the **LIB** takes part in the **LIB Caucus**. The Caucus has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

NEW DEMOCRATIC PARTY CAUCUS SERVICES

Legislative Bldg North Wing
2nd Flr, Queen's Park
Toronto M7A 1A5
General Inquiry (416)325-7116
www.ontariondp.on.ca
8:30 - 5:00 

Each Member of Provincial Parliament (MPP) belonging to the New Democratic Party (NDP) is part of the **NDP Caucus**. The Caucus office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes


expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

INDEPENDENT MEMBER OF PROVINCIAL PARLIAMENT

Legislative Bldg
Queen's Park
Toronto M7A 1A4
General Inquiry (416)325-3610
Fax (416)325-3886


Each Independent Member of Provincial Parliament (MPP) has a constituency office to serve the needs of the people that he or she represents.

ENVIRONMENTAL COMMISSIONER OF ONTARIO

Suite 605, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-3377
Toll Free 1-800-701-6454
Fax (416)325-3370
www.eco.on.ca
8:30 - 5:00 

The **Environmental** Commissioner of Ontario (ECO), an independent officer of the Legislative Assembly of Ontario, promotes the values, goals and purposes of the Environmental Bill of Rights (EBR) to improve the quality of Ontario's natural environment. The Environmental Commissioner of Ontario monitors and reports on the application of the EBR, provides **public education** to facilitate Ontario residents' participation in environmental decision-making, and reviews government accountability for environmental decision-making.

INFORMATION AND PRIVACY COMMISSIONER/ONTARIO

Suite 1700, 80 Bloor St W
Toronto M5S 2V1
General Inquiry (416)326-3333
TTY (416)325-7539
Toll Free 1-800-387-0073
Fax (416)325-9195
www.ipc.on.ca
8:30 - 5:00 

The Information and Privacy Commissioner (IPC) oversees the **Freedom of Information** and Protection of Privacy Act and the **Municipal** Freedom of Information and Protection of Privacy Act. These acts grant individuals the right of access to government-held **records** and the right to protection of personal information held by the government. The office has two prime responsibilities: ensuring the public's right of access to government-held information; and protecting the individual's right of privacy, as it relates to personal information held by provincial and local government organizations. Anyone not satisfied with a government decision about access to information may ask the IPC to review the government's decision. In addition, the IPC investigates **complaints** from individuals who feel the government has wrongfully collected, used or disclosed their personal information. The Commissioner reports directly to the Legislative Assembly.

OFFICE OF THE CHIEF ELECTION OFFICER

51 Rolark Dr

Scarborough M1R 3B1

General Inquiry (416)325-9401 (Election Finances)

General Inquiry (416)326-6300 (Elections Ontario)

TTY 1-888-292-2312


Toll Free 1-866-566-9066 (Elections Finances)

Toll Free 1-888-668-8683 (Elections Ontario)

Fax (416)326-6200 (Elections Ontario)

Fax (416)325-9466 (Election Finances)

ELECTIONS ONTARIO/ELECTIONS FINANCES - www.electionsontario.on.ca

8:30 - 5:00 

The Office conducts general **elections** and by-elections of Members to the **Legislative Assembly** under the Ontario Election Act and provides research, public information and policy advice relating to the electoral process. The Office also trains, directs and supervises the returning officer in each of the 103 electoral districts. The Office also administers the Election Finances Act. Over 500 Constituency Associations and 11 registered political parties must file annual returns and inform Elections Ontario of any changes to registration information. Any form filed with Elections Ontario is reviewed for compliance with the Election Finances Act. The Office has responsibility to administer referenda under the Taxpayer Protection Act. The Office services ministries, agencies and the public on a continuing basis by conducting historical and comparative research and providing policy advice and general information regarding the electoral process.

OFFICE OF THE INTEGRITY COMMISSIONER

Suite 2101, 2 Bloor St E


Toronto M4W 1A8

General Inquiry (416)314-8983

Fax (416)314-8987

integrity.oico.on.ca

integrity.mail@oico.on.ca

8:30 - 5:00 

The Integrity Commissioner is responsible for ensuring all Members of the **Legislative Assembly** and Executive Council comply with the Members' Integrity Act, 1994, including the filing of Public Disclosure Statements, and the right to conduct an inquiry if there are reasonable and probable grounds to believe that the Act has been contravened. The Commissioner also has responsibility under the MPP Compensation Reform Act, (Arm's Length Process), 2001 and the Accountability for Expenses Act (Cabinet Ministers and Opposition Leaders), 2002. An Annual Report is filed with the Speaker and copies are available on the Web site and Publications Ontario, 880 Bay Street, Toronto.

LOBBYISTS REGISTRATION OFFICE

Suite 2101, 2 Bloor St E


Toronto M4W 1A8

General Inquiry (416)327-4053

Fax (416)327-4017

lobbyist.oico.on.ca


lobbyist.mail@oico.on.ca

8:30 - 5:00 

Under the Lobbyists **Registration Act**, 1998, the Integrity Commissioner has delegated the responsibilities of the Registrar. The Registrar is responsible for administering the lobbyist registration process, including ensuring paid lobbyists report their lobbying of public office holders by filing a return; providing advice and information about the registration system to lobbyists,


public office holders, the public and media; and ensuring public accessibility to the information contained in the lobbyists registry. An Annual Report is filed with the Speaker and copies are available on the Web site and Publications Ontario, 880 Bay Street, Toronto.

OFFICE OF THE PROVINCIAL AUDITOR

Suite 1530, 20 Dundas St W
PO Box 105
Toronto M5G 2C2
General Inquiry (416)327-2381
Fax (416)327-9862
www.gov.on.ca/opa
8:30 - 5:00 

The Office of the Provincial Auditor conducts independent audit examinations, reviews, and special assignments that provide assurance, objective information, recommendations or advice to the Assembly, the Standing Committee on Public Accounts or to a Minister of the Crown in right of Ontario. In doing so, the office promotes accountability and value-for-money in government operations.


OMBUDSMAN ONTARIO

125 Queens Park
Toronto M5S 2C7
General Inquiry (416)586-3300 (Access Centre)
TTY 1-866-411-4211
Toll Free 1-800-263-1830
Toll Free French 1-800-387-2620
Fax (416)586-3485
www.ombudsman.on.ca
8:30 - 5:00 


The Ombudsman investigates and resolves public **complaints** about decisions or actions made by an Ontario government ministry, board, agency, tribunal or commission. Reporting to the Legislature, the Ombudsman is independent of political ties or governmental influences. The process employed is non-adversarial and attempts to find mutually satisfactory resolutions to problems. The Ombudsman administers the Ombudsman Act and presents an annual report to the Speaker of the Legislative Assembly. All complaint-related inquiries are processed through the Access Centre.

REGIONAL OFFICES


TORONTO

125 Queens Park
Toronto M5S 2C7
General Inquiry (416)586-3300 (Access Centre)
Toll Free 1-800-263-1830
Toll Free French 1-800-387-2620
8:30 - 5:00 


OTTAWA

Suite 110, 261 Montreal Rd
Ottawa K1L 8C7
TTY (613)749-4957
Toll Free 1-800-263-1830
Fax (613)749-6445
9:00 - 5:00 

LONDON

920 Commissioners Rd E
London N5Z 3J1
TTY (519)668-7182
Toll Free 1-800-263-1830
Fax (519)668-7187
9:00 - 5:00 

SAULT STE MARIE

Unit 2, 111 Great Northern Rd
Sault Ste Marie P6B 4Y9
TTY (705)945-6884
Toll Free 1-800-263-1830
Fax (705)945-6916
9:00 - 5:00 

SUDBURY


Suite 108, 66 Elm St

Sudbury P3C 1R8

TTY (705)670-0328

Toll Free 1-800-263-1830

Fax (705)564-3084

9:00 - 5:00 **THUNDER BAY**

Intercity Shopping Ctr

Suite 206, Office Galleria


1000 Fort William Rd

Thunder Bay P7B 6B9

TTY (807)626-8151

Toll Free 1-800-263-1830

Fax (807)624-1467

9:00 - 5:00 **ACTS**

Election Act

Election Finances Act

Legislative Assembly Act


Members' Integrity Act

Ombudsman Act

Policy and Priorities Board of Cabinet Act

Representation Act, 1996


MINISTRY OF AGRICULTURE AND FOOD

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3100
Toll Free 1-888-466-2372
www.gov.on.ca/omaf
8:30 - 5:00 

The vision of the Ministry of Agriculture and Food (OMAF) is "Ontario - an innovative world leader in the development of responsible, sustainable and environmentally sound policies and practices for Ontario's agriculture and food sectors." The ministry works in partnership with an industry that employs more than 650,000 people and contributes more than \$30 billion annually to the provincial economy. The ministry plays a key role in bringing a strong agricultural and rural perspective to provincial policies. OMAF also supports other ministries in resolving local economic issues and assists rural communities in retaining and attracting business. Staff at the ministry's Guelph headquarters and across the province provide a wide range of agri-food programs and services and rural development support for clients.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Toll Free 1-888-466-2372
Fax (519)826-3262
www.gov.on.ca/omaf
8:30 - 5:00 


The Communications Branch supports ministry programs and policies by providing information in English and French to the media and the public through news releases, internet, television, publications and exhibits. The branch recommends communications policies for the ministry, provides communications support to the Minister and Deputy Minister and advises other branches on communications strategies.

CREATIVE SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Toll Free 1-888-466-2372
Fax (519)826-3262
www.gov.on.ca/omaf
8:30 - 5:00 

The Creative Services unit supports the delivery of ministry information to client groups and the public. The unit provides service through program exhibits, production of corporate and program publications, a weekly television show, and information delivery via the internet and intranet.

BROADCAST SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-3262
www.gov.on.ca/omaf
8:30 - 5:00 

Broadcast Services produces a weekly TV program (Town & Country Ontario) about the **agriculture** and food industry and rural communities in Ontario, as well as promotional and extension videos.

EXHIBIT SERVICES



2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-3358
www.gov.on.ca/omaf
8:30 - 5:00 


Exhibit Services designs, coordinates and produces exhibits for conferences, trade shows and special events.

STRATEGIC COMMUNICATIONS

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-3262
www.gov.on.ca/omaf
8:30 - 5:00 

Announcements of interest to the ministry and the ministry's client groups or the public are handled by Strategic Communications. The unit monitors current issues and offers advice and assistance in the following areas: news releases; communication plans; media relations; corporate and program publications; advertising coordination and placement; French Language Services; translation services; and copy writing.

LEGAL SERVICES BRANCH

5th Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4250
General Inquiry (519)826-4251
Fax (519)826-3385
8:30 - 5:00 

The Legal Services Branch provides general legal services to the ministry, including interpretation of statutes and regulations, drafting legislation, preparation of Orders in Council, drafting agreements and other legal documents, and offering legal opinions on a wide variety of matters. The branch also conducts prosecutions, assists in the conduct of civil litigation, represents the ministry before various tribunals and serves as counsel to a number of ministry boards.

AGRICULTURE AND RURAL DIVISION


3rd Flr, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-877-424-1300 (Agricultural Information Contact Centre)

Toll Free 1-800-461-6132 (Northern Ontario)

Fax (519)826-3259

8:30 - 5:00 

The Agriculture and Rural Division is responsible for programs and services to support agricultural research, information technology transfer and meeting other critical issues facing rural Ontario such as land, air and water management. Staff work with farmers, growers, producers, agri-businesses, municipalities, and other partners in the agriculture and rural sectors to identify needs and opportunities, adopt new technologies and make sound business decisions.


CLIENT SERVICES

3rd Flr S, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-877-424-1300

Fax (519)826-3259

8:30 - 5:00 

As an integral component of the Agriculture and Rural Division, staff in Client Services coordinate the delivery of leading edge technical information and business services to a wide variety of clients and stakeholders across the province. Using an integrated approach, information and services are provided through: Agricultural Information Contact Centre; OMAF website; Resource Centres strategically located across southern Ontario and the Northern Regional Office in Verner; Regional Information Coordinators, Agriculture and Rural Representatives and Agricultural and Rural Business Specialists working through partnerships with local stakeholders, agri-business and rural municipalities and businesses; and Government Information Centres located in communities across the province.

REGIONAL OFFICES

Regional offices provide the infrastructure and services needed to support program leads and specialists located across the province. Sixteen regional information coordinators provide on-going communication with local agricultural and rural organizations, municipalities and community leaders, identifying needs of our clients to division and program management, and ensuring that ministry information products, services and resources are available to the community.

CENTRAL REGION


Wellington Pl

Fergus Resource Ctr, RR 1

Fergus N1M 2W3

General Inquiry (519)846-0941

Fax (519)846-8178

8:30 - 5:00 

In Central Region, resource centres are located in Fergus, Simcoe and Vineland Station.

FERGUS


Wellington Pl

RR 1

Fergus N1M 2W3

General Inquiry (519)846-0941

Fax (519)846-8178

8:30 - 5:00 

SIMCOE


Hwy 3 & Blueline Rd

PO Box 587

Simcoe N3Y 4N5

General Inquiry (519)426-7120

Fax (519)428-1142

8:30 - 5:00 

VINELAND STATION

Advisory Services Bldg
4890 Victoria Ave N
PO Box 8000
Vineland Station L0R 2E0
General Inquiry (905)562-4147
Fax (905)562-5933
8:30 - 5:00 ♿

EAST REGION

ORC Government Bldg
PO Box 2004
Kemptonville K0G 1J0
General Inquiry (613)258-8295
Fax (613)258-8392
8:30 - 5:00 ♿

In the Eastern Region, resource centres are located in Alfred, Brighton, Kemptonville and Lindsay.

ALFRED

31 St Paul St
PO Box 430
Alfred K0B 1A0
General Inquiry (613)679-4411
Fax (613)679-0929
8:30 - 4:30 ♿

BRIGHTON

95 Dundas St
RR 3
Brighton K0K 1H0
General Inquiry (613)475-1630
Fax (613)475-3835
8:30 - 5:00 ♿

KEMPTVILLE

ORC Government Bldg
PO Box 2004
Kemptonville K0G 1J0
General Inquiry (613)258-8295
Fax (613)258-8392 (Kemptonville)
Fax (613)432-5260 (Renfrew)
8:30 - 5:00 ♿

LINDSAY

322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6125
Fax (705)324-1638
8:30 - 4:30 ♿

NORTH REGION

Caldwell Township Hall Bldg
Hwy 64
PO Box 521
Verner P0H 2M0
Toll Free General Inquiry 1-800-461-6132
Fax (705)594-9675
8:30 - 5:00 ♿

Agricultural activity occurs in each of the districts in Northern Ontario, consisting of Nipissing, Parry Sound, Muskoka, Manitoulin, Sudbury, Temiskaming, Cochrane, Algoma, Thunder Bay, Rainy River and Kenora. This activity is quite diverse and although dairy and beef predominate, the agricultural community consists also of poultry, market gardening, venison, maple syrup, sod, potato, greenhouse, goat, sheep, horse, cash crop, strawberry, quail, swine, honey, rabbit, cranberry, elk, bison and fish farming.

GORE BAY


Corner Meredith & Eleanor St

PO Box 328

Gore Bay POP 1H0

General Inquiry (705)282-2043

Fax (705)282-2792

8:30 - 4:30 **NEW LISKEARD**


280 Armstrong St

PO Box 4070

New Liskeard POJ 1P0

General Inquiry (705)647-6701

Fax (705)647-7993

8:30 - 4:30 **SOUTHWEST REGION**


London Resource Ctr

667 Exeter Rd

London N6E 1L3

General Inquiry (519)873-4070

Fax (519)873-4062

8:30 - 5:00 

In the Southwest Region, resource centres are located in Ridgetown, Clinton, London, Woodstock and Stratford.

CLINTON


100 Don St

PO Box 159

Clinton N0M 1L0

General Inquiry (519)482-3428

Fax (519)482-5031

8:30 - 4:30 **LONDON**


London Resource Ctr

667 Exeter Rd

London N6E 1L3

General Inquiry (519)873-4070

Fax (519)873-4062

8:30 - 5:00 **VERNER**

Caldwell Township Hall Bldg


Hwy 64

PO Box 521

Verner P0H 2M0

General Inquiry (705)594-2312

Fax (705)594-9675

8:30 - 5:00 **RIDGETOWN**


Main St E

PO Box 400

Ridgetown N0P 2C0

General Inquiry (519)674-1690

Fax (519)674-1564


8:30 - 5:00 **STRATFORD**

581 Huron St

Stratford N5A 5T8

General Inquiry (519)271-0280

Fax (519)273-5278

8:30 - 5:00 **WOODSTOCK**


Hwy 59 N

PO Box 666

Woodstock N4S 7Z5

General Inquiry (519)537-6621

Fax (519)539-5351

8:30 - 5:00 

AGRICULTURAL INFORMATION CONTACT CENTRE

4th Flr, 1 Stone Rd W
 Guelph N1G 4Y2
 Toll Free 1-877-424-1300
 Fax (519)826-7610
 8:30 - 5:00 ☎

Resource agents in the Agricultural Information Contact Centre respond to inquiries from farm, agri-**business** and rural business by providing access to a variety of sources of technical and business information.

Services offered to the Public:

Agricultural Information Contact Centre

CROP TECHNOLOGY

3rd Flr SW, 1 Stone Rd W
 Guelph N1G 4Y2
 Toll Free 1-877-424-1300
 Fax (519)826-3567
 8:30 - 5:00 ☎

Crop **Technology** manages plant science technology transfer issues, influences policy development and creates technical information for public and private advisory services across the province for use by commercial crop agricultural producers. The team focuses on field and **horticulture crops**, **agroforestry**, use of **pesticides** and a variety of production practices including integrated pest management. Technology development stresses profitable, market-responsive crop production that promotes responsible production practices. Services provided include provincial extension short courses, field days, brochures, factsheets and technical production packages. Sector problem solving is an added feature. The team provides technical support for pesticide minor use **registration**, on-farm food **safety**, nutrient management, pollination and new crop development.

Services offered to the Public:

Apiary Program
Apiculture Inspection Program/Bee Inspection
Farm Soil Sample Analysis
Fertilizer Requirement Tables
Field Crops/Horticulture Technology/Horticulture Crops/Greenhouse, Agroforestry & Specialty Crops
OMAF Agriphone Numbers
Weed Control Act Program

LIVESTOCK TECHNOLOGY

3rd Flr, 1 Stone Rd W
 Guelph N1G 4Y2
 Toll Free 1-877-424-1300
 Fax (519)826-3254
 Fax (519)826-3567
 8:30 - 5:00 ☎

Livestock Technology is responsible for dealing with program issues relating to livestock management. The technology-focused managers coordinate the delivery of livestock; aquaculture and alternate livestock species, such as deer, emus and wild boars; and **poultry** extension programs across Ontario. The group promotes high quality livestock production through the use of on-farm quality assurance, production systems, genetics, **nutrition** and animal health improvement

technology programs. Working with farmers, input suppliers and processing businesses, the technology managers transfer leading edge information to livestock producers to support competitive livestock production in Ontario.

Services offered to the Public:

Animals for Research Act Licensing

Livestock Medicines Act Program

Livestock Programs - Beef, Dairy, Swine, Equine, Sheep, Poultry, Aquaculture and Alternative Species

Ontario Feeder Cattle Loan Guarantee Program

Ontario Livestock Medicines Education Program

Ontario Record of Performance Program for Sheep

Ontario Swine Herd Information Plan

Pounds Act

Veterinary Assistance Program for Northern Ontario Designated Areas

Veterinary Science


NUTRIENT MANAGEMENT BRANCH

4th Flr, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-877-424-1300

Fax (519)826-7819

8:30 - 5:00 

The Nutrient Management Branch in conjunction with the Ministry of Environment is responsible for the administration of the Nutrient Management Act R.S.O. 2002 and its regulations. Key program areas include nutrient management awareness, education, training and certification of farmers and agriculture operators; the review of all legislated nutrient management plans and strategies by engineers and nutrient management specialists; and the provision of on-farm technical assistance and information to farmers and operators. The branch is also mandated to monitor compliance of the Act and approved Nutrient Management plans.


RESOURCES MANAGEMENT

3rd Flr S, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-877-424-1300

Fax (519)826-3259

8:30 - 5:00 

The goal of Resources Management is to support the long-term viability of rural municipalities and the competitiveness of the agricultural industry by promoting the wise use of rural Ontario's **land** and **water** resources. Key program areas include **engineering** and technology, **environmental** management, and municipal and planning liaison. Areas of focus include: **agriculture** policies related to land use and the Planning Act - including sitings of **buildings** (MDS1 & MDS2) and other normal farm practices; Best Management Practices and Environmental Farm Planning - including **soils** and water management; utilization of manure, sludge and other nutrients or **wastes**; and agriculture buildings, structures and equipment.

Services offered to the Public:*Agricultural Tile Drainage Installation Act**Drainage Act**Environmental Farm Plan Technical Support**Farm Implement Dealer Registration Certificate**Farm Implement Distributor Registration Certificate**Farm Implements Complaints Handling**Farming and Food Production Protection Act Program*


FOOD INDUSTRY DIVISION

5th Flr NW, 1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-4304

Fax (519)826-4416

www.gov.on.ca/omaf/8:30 - 5:00 

The Food Industry Division serves as the “single window” to government for the food industry, including producers, processors, retailers and food service. The division is responsible for ensuring the implementation of long-term food safety, regulatory and inspection strategies. It is responsible for expanding Ontario food and agricultural sales in export and domestic markets, and providing support to the processing industry through client advocacy, joint ventures and investment attraction. The Food Industry Division is comprised of the Food Inspection Branch, the Market Development Branch and the Food Industry Competitiveness Branch.


FOOD INDUSTRY COMPETITIVENESS BRANCH

5th Flr NW, 1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-4190

Fax (519)826-4333

www.gov.on.ca/omaf/english/food/8:30 - 5:00 

The Food Industry Competitiveness Branch’s mandate is to retain and attract investment in Ontario’s food industry. The branch consists of a Client Account Unit and an Investment Development Unit.


CLIENT ACCOUNT UNIT

5th Flr NW, 1 Stone Rd W

Guelph N1G 4Y2


General Inquiry (519)826-4190

Fax (519)826-4333

www.gov.on.ca/omaf/english/food/8:30 - 5:00 

The Client Account unit focuses on investment retention activities and provides a “one-window” source of information on programs and services available to assist **food** industry clients to retain and expand their **business** in Ontario. It advises food processing companies, grocery retailers and food service businesses on solutions to help them grow their business. The unit maintains sector expertise, undertakes focussed research & analysis of sector challenges & opportunities, facilitates sector-wide approaches to development, provides government with a comprehensive view of the industry, and monitors and addresses impediments to growth.

INVESTMENT DEVELOPMENT UNIT

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.gov.on.ca/omaf/english/food/
8:30 - 5:00 


The **Investment** Development unit supports existing and new value added and food processing client investment needs, while focusing on providing expertise in the areas of research, training, regulations, innovation, infrastructure and marketing. The unit also works with site selectors and municipalities in securing appropriate sites in Ontario.

Services offered to the Public:

Open to the World - Video & CD-ROM


Open to the World Investment Factbook

FOOD INSPECTION BRANCH

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
www.gov.on.ca/omaf/english/food/
8:30 - 5:00 

The **Food Inspection** Branch monitors compliance with legislated **standards** for meat and **livestock** products, **dairy**, dairy analogs, **fruits** and **vegetables**, eggs, by providing inspection services at processing facilities and other points of marketing and distribution to ensure licensed operators and others are meeting their legislated responsibilities. It is responsible for establishing food safety standards and working with other ministries and agencies with food safety mandates to provide a strong seamless food inspection environment in Ontario. The branch collaborates closely with other branches of OMAF, with the Ministry of Health and Long-Term Care (MOHLTC) and with the Canadian Food Inspection Agency (CFIA) to support farm-to-fork safety. The branch also evaluates financial responsibility of applicants and issues **licences** under the **Beef Cattle** Financial Protection Program.


DAIRY FOOD SAFETY PROGRAM

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
www.gov.on.ca/omaf/english/food/
8:30 - 5:00 

The **Dairy Food Safety** Program (DFSP) ensures compliance with regulations and policies governing the production, processing, and distribution of safe, high quality **milk** and milk products manufactured in Ontario. This is accomplished through various government and industry partnership arrangements and a comprehensive regulatory based field to fork approach reflected in its main cornerstones, the Raw Milk Quality Program and the Plant and Distributor Audit/**Inspection** Program. In support of these, there is a licensing program, **certification** programs for Bulk Tank Milk Graders and Plant Milk and Cream Graders, as well as complete laboratory services for both monitoring and **investigation** of raw milk and finished products.


Services offered to the Public:*Dairy Plant Audit Program, Distributor Inspections, Licensing and Certificates**Raw Milk Quality Program*

FOODS OF PLANT ORIGIN

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
www.gov.on.ca/omaf/english/food/
8:30 - 5:00 


The Foods of Plant Origin unit is responsible for the development and implementation of **food safety** and quality **standards** and programs for foods of plant origin, which will maintain consumer confidence in the food supply and enhance the competitiveness of the Ontario food sector.

MEAT INSPECTION OPERATIONS

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
www.gov.on.ca/omaf/english/food/
8:30 - 5:00 


Meat **Inspection** Operations assigns and schedules inspection hours and delivers continuous **meat** inspection services to 200 licenced abattoirs at all times during slaughter operations. Meat inspection services include monitoring plant operational practices, conducting ante- and post-mortem inspections of animals and carcasses, collecting and submitting laboratory samples and reporting plant and inspection statistical data.

MEAT INSPECTION POLICY AND AUDIT SERVICES

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
www.gov.on.ca/omaf/english/food/
8:30 - 5:00 


The Meat Inspection Policy and Audit Services unit administers and assists in monitoring compliance with the following Acts: Meat Inspection Act, **Livestock** Community Sales Act, Livestock and Livestock Products Act, **Beef** Cattle Marketing Act, Farm Products Grades and Sales Act and the Dead Animal Disposal Act. This activity contributes to ensuring the **safety** of meat, the health and humane treatment of livestock marketed, the protection of producers' and consumers' interests with respect to the meat industry and proper disposal of deadstock. In addition, **veterinary** inspection services are provided for abattoirs and sales barns.

ONTARIO BEEF CATTLE FINANCIAL PROTECTION PROGRAM

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3886
Fax (519)826-4375
www.gov.on.ca/omaf/english/food/other/
8:30 - 5:00 


The Ontario **Beef Cattle Financial Protection** Program requires beef dealers to be licensed in Ontario in order to purchase beef cattle or carcasses sold on a rail grade basis. The program provides financial protection to the seller, i.e. producers, sales barn operators and county dealers, on the sale of beef.

SCIENCE AND ADVISORY UNIT

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
8:30 - 5:00 


The Science and Advisory unit provides scientific, information management and compliance support to Food Inspection Branch programs, and advisory services on food safety issues and intervention programs to internal and external clients, such as food industry associations.

MARKET DEVELOPMENT BRANCH

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
www.gov.on.ca/omaf/english/food/
8:30 - 5:00 


The Market Development Branch is responsible for the development and expansion of international markets for Ontario agri-food products and for the Foodland Ontario program which promotes domestic consumption of Ontario grown **fruits** and **vegetables**. The branch consists of two units, the Domestic Marketing Unit and the Export Marketing Unit.

DOMESTIC MARKETING UNIT

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
www.foodland.gov.on.ca
8:30 - 5:00 

The Domestic Marketing Unit delivers the Foodland Ontario program, a consumer communication and promotion program focused primarily on increasing the sale and consumption of Ontario grown **fruits** and **vegetables**. The program includes brand services, retail services and client services.

EXPORT MARKETING UNIT


5th Flr SE, 1 Stone Rd W
 Guelph N1G 4Y2
 General Inquiry (519)826-4210
 Fax (519)826-3460
www.gov.on.ca/omaf/english/food/export
 8:30 - 5:00 

The **Export** Marketing Unit assists Ontario Agri-Food companies to develop export sales in the United States and **internationally**. This is accomplished through **trade** promotion programs, export missions, incoming trade delegations and the provision of market intelligence to Ontario producers and processors. The unit is made up of Export Marketing Officers with sector responsibilities, who work with exporting companies and assist those wishing to become export ready. Other Export Marketing Officers have responsibilities for geographic areas such as Asia and Europe. A Supervisor of Marketing Communications, Events Coordination and Research, an Export Communications Officer and an Export Marketing Assistant also complement the unit.

Services offered to the Public:


Agri-Food Exporter Newsletter
Canadian Agri-Food Trade Show Brochure
Export Services - Video
Exporting Food to the USA
PROFIT Food Export Seminar
STREET SMART Seminar

POLICY AND FARM FINANCE DIVISION

2nd Flr SW, 1 Stone Rd W
 Guelph N1G 4Y2
 General Inquiry (416)326-3204 (Toronto)
 General Inquiry (519)826-4020 (Guelph)
 Fax (519)826-3492
 8:30 - 5:00 

The Policy and Farm Finance Division has full responsibility for the ministry's policy processes, the administration and delivery of several farm business risk management programs and the management of the ministry's strategic partnership with AGRICORP in the delivery of Crop Insurance and Market Revenue programs. The division provides strategic leadership in the development of the ministry's intergovernmental, trade, legislative and policy agendas; coordinates policy for government and industry clients; and conducts policy and economic analysis and research in support of the ministry's business plan.

FOOD SAFETY POLICY BRANCH

2nd Flr SW, 1 Stone Rd W
 Guelph N1G 4Y2
 General Inquiry (519)826-4020
 Fax (519)826-3492
 8:30 - 5:00 

Food Safety Policy Branch oversees the review and development of a field-to-fork, science-based systems approach for food safety in Ontario. This involves working with sister ministries, Ministry of Health and Long-Term Care, Ministry of Natural Resources and public health units, as well as industry and consumers.

POLICY AND PROGRAMS BRANCH


2nd Flr, 1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (416)326-3209 (Toronto)

General Inquiry (519)826-3764 (Guelph)

Fax (519)826-3492

8:30 - 5:00 

The Policy and Programs Branch serves the ministry, government committees and the agricultural industry (marketing boards, companies, administrative bodies, farmers and the public) by assembling and interpreting agricultural economic information. The branch coordinates and analyzes **agriculture** and food policy developments and provides direct support to the minister and deputy minister on policy initiatives. The branch also gathers and publishes a wide range of agricultural **statistics** and monitors economic developments in the industries supplying input to agriculture, industries processing farm **commodities** and the sectors delivering commodities to consumers. The branch administers various provincial assistance programs including the Farmlands Property Class Tax, Ontario Farm Income Disaster Program and Livestock Damage Program.


Services offered to the Public:*Bear Damage to Livestock Compensation Program**Commodity Loan Guarantee Program**Livestock Poultry and Honey Bee Protection Act -Part II - Damage to Honey Bee Colonies by Bears Compensation Program**Livestock, Poultry and Honey Bee Protection Act - Part I: Wolf/Coyote Predation Program**Rabies Indemnification Program**Rural Loan Pool***ONTARIO FARM INCOME DISASTER PROGRAM (OFIDP)**

4th Flr NW, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-877-838-5144

Fax (519)826-4334

www.gov.on.ca/OMAF/english/policy/ofidp7:30 - 5:00 

The Ontario Farm Income **Disaster** Program (OFIDP) is a three-year federal-provincial initiative that began in 2000. Administered by the province for Ontario farmers in conjunction with the Canadian Farm Income Program, the OFIDP is a whole farm program. Disaster assistance is available to any farmer whose gross margin in the claim year falls below 70% of either their previous 3-year average or their olympic 5-year average (dropping highest and lowest years), for reasons beyond their control such as declining prices, yield losses and increased expenses. The program is cost-shared on a 60:40 per cent basis by the federal and provincial governments.

Services offered to the Public:*Ontario Farm Income Disaster Program (OFIDP)*

POLICY ANALYSIS UNIT

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3764
Fax (519)826-3492
8:30 - 5:00 ♿

The Policy Analysis Unit deals with a wide range of issues, such as life science, **trade** policy, climate change, and federal-provincial relations. In addition, some unit staff are responsible for dealing with policy issues related to a specific sector of the agri-food industry such as grape and **wine** issues.

PROGRAM POLICY

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3764
Toll Free French 1-800-333-9723
Fax (519)826-3170
8:30 - 5:00 ♿

The Program Policy unit is responsible for providing policy development and program delivery services for a number of programs that provide support to Ontario farmers. Specifically, the unit provides policy analysis and support for programs such as Crop Insurance, Net Income Stabilization Accounts, Market Revenue Insurance, Self-Directed Risk Management, Plum Pox Eradication and Farm **Business** Registration. The unit also deals with policy analysis and program delivery related to programs such as Farmlands Property Tax Class, **Livestock Damage** Programs and a number of farm **loan** programs. As well, the unit is responsible for managing the ministry's relationship with AGRICORP, its key program delivery partner.

Services offered to the Public:

Farmlands Property Class Tax Program

FARMLANDS PROPERTY CLASS TAX PROGRAMS

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-800-469-2285
Toll Free French 1-800-333-9723
8:30 - 5:00 ♿

Under provincial **property tax** reform, farm properties satisfying the eligibility requirements are identified in the Farmlands Property Class Tax Programs and taxed at 25% of the municipal residential farm tax rate.

RESEARCH AND CORPORATE SERVICES DIVISION

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-3390
8:30 - 5:00 ♿

The Research and Corporate Services Division provides a number of administrative support services to ministry branches. The division provides financial and human resources advice and expertise to ministry staff; develops functional administrative and human resources policies and procedures in conjunction with each ministry branch, and helps to introduce policies and ensure

they are being followed; provides financial planning and audit services; administers information technology; provides accommodation and central administrative services and maintains contacts with central government agencies. The division also coordinates policy in the areas of agriculture and food research, education and laboratory services. The division administers the Enhanced Partnership Agreement between OMAF and the University of Guelph and provides administrative support to the Agricultural Research Institute of Ontario.


FINANCIAL MANAGEMENT BRANCH

2nd Flr NE, 1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-4150

Fax (519)826-3264

8:30 - 5:00 

The Financial Management Branch is responsible for financial planning, controllership and quality assurance functions. The branch provides financial and management support at the corporate level for business planning and estimates preparation; preparation and management of budget requests; financial management and accountability processes; liaison with Management Board of Cabinet and other ministries on financial and administrative matters; the preparation of monthly and ad hoc financial reports, analysis of expenditures, monitoring of budgets, preparation of in-year budget adjustments and control of ministry appropriations; and financial processing support, reconciliation, controllership aid, quality assurance, financial training, and policy coordination.


HUMAN RESOURCES BRANCH

2nd Flr NE, 1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-4140

Fax (519)826-3160

8:30 - 5:00 

The Human Resources Branch is responsible for providing strategic and operational advice and innovative recommendations to senior and line management in support of sound human resources management practices within the ministry. The branch serves as the primary liaison with specialists at: Management Board Secretariat, Centre For Leadership, Shared Services Bureau, and with external resources. The branch staff actively participate in cooperative initiatives and projects and foster a positive staff relations environment by building and maintaining effective working relationships with bargaining agent representatives.


INNOVATION AND RISK MANAGEMENT BRANCH

2nd Flr NW, 1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-4554

Fax (519)826-4211

8:30 - 5:00 

The Innovation and Risk Management Branch coordinates policy in the areas of **agriculture** and **food research**, education and **laboratory** services. The branch administers the OMAF Partnership Agreement with the University of Guelph that includes provision for agri-food research, education and laboratory programs and the operation of field research stations. It provides administrative support to the Agricultural Research Institute of Ontario. The branch provides support to the ministry in methods of epidemiology and risk assessment. It also coordinates agri-food emergency preparedness and response.

EMERGENCY SITUATION RESPONSE TEAM

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4175
(519)763-6778 (After Hours)
Fax (519)767-6300
24 Hours ☎

The **Emergency** Situation Response Team coordinates the ministry's emergency response for **food safety** and **agriculture** issues on a 24 hour basis.

Services offered to the Public:

Emergency Response

INNOVATION UNIT

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
Fax (519)826-4211
8:30 - 5:00 ☎

The Innovation Unit administers the ministry's research programs including the OMAF research performed at the University of Guelph, and competitive research programs.

RISK MANAGEMENT UNIT

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
Fax (519)826-4211
8:30 - 5:00 ☎


The Risk Management Unit in partnership with other sections of the ministry and the University of Guelph, contributes to the managing of risks to the public by: providing guidance and support to other sections of the ministry on methods of epidemiology and risk assessment; administering the Food Safety Research Program; coordinating agri-food emergency preparedness and response; and managing the food safety and animal health laboratory components of the partnership between the ministry and the University of Guelph.

INTERNAL AUDIT SERVICES

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3778
Fax (519)826-3776
www.gov.on.ca/omafra
8:30 - 5:00 ☎


Internal Audit Services are provided through Internal Audit Division of Management Board Secretariat to provide independent assurance, investigation, consulting and risk assessment services to improve risk management processes and the integrity, efficiency, effectiveness and economy of government programs and operations.

LAND AND RESOURCES CLUSTER, INFORMATION AND INFORMATION TECHNOLOGY

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4200
Fax (519)826-3447
8:30 - 5:00 


Land and Resources Cluster, Information and Information Technology provides services for Business Solutions, Helpdesk and Desktop Support and Data Centre Operations to all core business areas of the ministry. In concert with corporate and cluster organizations, the branch manages the definition and changes to the Applications and Technology Architectures that support ministry business applications. Finally, the branch provides consulting and project management services for the implementation of new business applications.

SERVICE MANAGEMENT BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00 

The Service Management Branch is responsible for managing the ministry's service agreements, facilities management, telecommunications, and administration of the Freedom of Information and Protection of Privacy Act. The branch also coordinates administrative corporate projects including process redesign, agreements for shared services, corporate quality standards and overall business improvements for the ministry.

CORPORATE PROJECTS AND FREEDOM OF INFORMATION


2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Toll Free 1-888-466-2372
Fax (519)826-4543
8:30 - 5:00 

The Corporate Projects and Freedom of Information unit administers the Freedom of Information and Protection of Privacy Act for the Ministry of Agriculture and Food and its affiliated agencies. This unit helps members of the public make requests for information and answers inquiries about privacy matters. The unit also coordinates quality service initiatives, manages service agreements with the Shared Services Bureau and coordinates ministry participation in other corporate projects, such as INFO-GO.

Services offered to the Public:


Freedom of Information and Protection of Privacy

FACILITIES MANAGEMENT SERVICES

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00 

Facilities Management Services provides accommodation and fleet management for the ministry. It carries out the planning of the accommodation needs of the program areas. Through contractors and Ontario Realty Corporation, Facilities Management Services is responsible for space, property and lease management, as well as security, staff relocations, fleet and asset management for the ministry.


TELECOMMUNICATIONS AND IT SERVICES MANAGEMENT

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00 

The Telecommunications and IT Services Management unit is responsible for the coordination of ministry telephone and telecommunications systems. The unit manages contracts and service agreements with service providers, and ensures the development of policies and processes for the effective delivery of telecommunication services to ministry staff. The unit serves as the liaison between the IT Cluster and the ministry business areas, to ensure cost-effective delivery of information technology related services.

AGENCIES, BOARDS AND COMMISSIONS

AGRICORP


3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
Toll Free 1-888-247-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00 

AGRICORP, a crown corporation launched in 1997, provides innovative agricultural **insurance** and customized consulting services designed to strengthen Ontario's **agriculture** and food industry. Its mandate is to provide value-added business services to the industry in a responsive, cost-effective manner.

Services offered to the Public:


AGRICORP Board

AGRICORP BUSINESS SERVICES DIVISION

3rd Flr NW, 1 Stone Rd W
 Guelph N1G 4Y2
 Toll Free 1-888-247-4999
 Fax (519)826-4118
www.agricorp.com/services.asp
 8:00 - 5:00 

AGRICORP Business Services Division provides innovative business solutions for Ontario's agriculture and food industry. The division capitalizes on the existing infrastructure of AGRICORP to provide quality, cost-effective services to customers. With expertise in program design and delivery, regulatory understanding quality systems and inspection services provide a base of knowledge. AGRICORP Business Services currently delivers the Grain Licensing Program under contract to the Ontario Ministry of Agriculture and Food; the Credit Analysis Program of provincial dairy processors for the Dairy Farmers of Ontario; the Farm Business Registration Program under contract with the Ministry for farm businesses declaring gross farm income of \$7,000 or more that are required to register annually under the Farm Registration and Farm Organizations Funding Act, 1993.

FARM BUSINESS REGISTRATION


3rd Flr NW, 1 Stone Rd W
 Guelph N1G 4Y2
 Toll Free 1-866-327-3678
 Fax (519)826-4118
 8:00 - 5:00 

As the program delivery agent, AGRICORP, acting on behalf of the Ontario Ministry of Agriculture and Food, administers all program applications, including issuing and validating Farm Business Registration to eligible applicants as required under the Farm Registration and Farm Organizations Funding Act, 1993.

Services offered to the Public:

Farm Business Registration

FINANCIAL AND PROTECTION SERVICES


3rd Flr NW, 1 Stone Rd W
 Guelph N1G 4Y2
 Toll Free 1-888-247-4999
 Fax (519)826-3367
www.agricorp.com
 8:00 - 5:00 

The Financial and Protection Services unit administers the **Grain** Financial Protection Program, including the **licensing** and **inspection** of grain elevators and grain dealers and provides administrative support to the Grain Financial Protection Board. The unit administers the **Dairy** Farmers of Ontario Credit program, including third party analysis of Ontario dairy processors on behalf of the Dairy Farmers of Ontario.

Services offered to the Public:


Dairy Farmers of Ontario (DFO) Credit Program
Grain Dealer Licensing and Financial Protection Program
Grain Elevator Operator Licensing & Financial Protection Program
Grain Financial Protection Board

QUALITY AND AUDIT SERVICES

3rd Flr NW, 1 Stone Rd
PO Box 3660 Stn Central
Guelph N1H 8M4
Toll Free 1-888-247-4999
Fax (519)324-0874
www.agricorp.com
8:30 - 5:00 

Quality and Audit Services provides quality consulting services to the **food** processing industry, marketing boards and agencies with respect to compliance with a variety of industry **standards** on food grades, processes and regulatory compliance. Services to the food processing industry include: sampling and analysis of flue-cured **tobacco**; collection of harvested wheat samples for the Ontario Wheat Board Survey; and, third-party sampling of **grain**, assisting in sampling and weighing of grain at export ports and wheat head/soil sampling and analysis for the Canadian Grain Commission. In consultation with clients, AGRICORP has been able to reduce the costs of delivering these services through innovative solutions, such as using Global Positioning Systems (GPS) for acreage measurement and introducing more efficient processes. Through this office the division also provides **inspection** services for the Flue-Cured Tobacco Marketing Board.

FINANCE AND ADMINISTRATION


3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 

The Finance and Administration Division is responsible for the corporate services of Finance, Administrative Services, Priority Planning and Human Resources. Financial services include the corporation's banking, accounts receivable/payable, financial reporting and investment management. The Human Resources department is responsible for all corporate human resource needs, including recruitment, staffing, training and payroll services.

Services offered to the Public:

Annual Report

ADMINISTRATIVE SERVICES

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free General Inquiry 1-888-247-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00 

Administrative Services provides administrative services to the organization and the Board of Directors and its committees. The unit also manages Freedom of Information requests, records storage and retention and coordinates customer disputes for the programs delivered by AGRICORP, such as Crop Insurance and Market Revenue.

FINANCE

3rd Flr NW, 1 Stone Rd
PO Box 3660 Stn Central
Guelph N1H 8M4
8:00 - 5:00 ☎

It is the Finance Unit's responsibility to ensure that proper business expense policies and procedures are in place and followed. The unit is also accountable for the corporate budget and fiscal management reporting.

HUMAN RESOURCES

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y1
Mailing Address:
PO Box 3660 Stn Central
Guelph N1H 8M4

Toll Free 1-888-247-4999
Fax (519)826-4680
8:00 - 5:00 ☎

Human Resources is responsible for recruitment and staffing, training and development, and payroll administration, including pension and benefits administration.

PRIORITY PLANNING

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y1
Mailing Address:
PO Box 3660 Stn Central
Guelph N1H 8M4

General Inquiry 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 ☎


Priority Planning is to plan for the development of new and enhanced products using a project management discipline.

INFORMATION TECHNOLOGY

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 ☎


The mandate of Information Technology is to support AGRICORP business processes through the appropriate and effective use of technology. Responsibilities include the development and maintenance of all application systems, associated hardware, network and database infrastructures as well as all desktop productivity and decision support tools.

BUSINESS APPLICATIONS SUPPORT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 


The Business Applications Support unit is responsible for the corporation's application support and mainframe application development.

BUSINESS SOLUTIONS GROUP

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 


The Business Solutions Group is responsible for the corporation's client service application development.

QUALITY ASSURANCE AND STANDARDS

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 


The Quality Assurance and Standards group is responsible for the corporation's user acceptance testing, quality control and information technology standards.

TECHNICAL SERVICES GROUP

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 

The Technical Services Group is responsible for the corporation's hardware, software, mainframe, client server, network and mainframe operations.

MARKETING AND SALES DIVISION

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
www.agricorp.com/crop.asp
8:00 - 5:00 


AGRICORP's Marketing and Sales Division promotes the Crop Insurance and Market Revenue programs and other business initiatives; designs and markets innovative risk management products to Ontario farmers.

Services offered to the Public:

Crop Insurance Program


Market Revenue Insurance (Agriculture)

COMMUNICATIONS AND PUBLIC RELATIONS

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free General Inquiry 1-888-247-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00 


AGRICORP uses a multi-strategy approach to marketing communications and public relations in the agri-food industry. Communications and Public Relations strategies and tactics have contributed to the success of crop insurance, farm business registration and many other AGRICORP business initiatives. Tactics include: public relations and stakeholder relationship development; marketing and communications needs assessment, project plan development, campaign implementation and evaluation; multi-media message delivery (including print, radio and TV); targeted direct mail campaigns; event and tradeshow planning and participation; point of sales promotion; customer survey development and delivery (in-house and third-party); and web-based communications.

RESEARCH AND DEVELOPMENT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free General Inquiry 1-888-247-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00 

Research and Development provides product innovation support, enhancements and maintenance for existing AGRICORP programs, and input and analysis for new initiatives based on strategic objectives of AGRICORP.

SALES DEPARTMENT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 


The Sales Department is AGRICORP's link to the farm gate, communicating the benefits of Crop Insurance to new and existing customers. Territory Sales managers underwrite new customers with an initial average farm yield, which is the basis of Crop Insurance coverage and market revenue programs. Sales focuses on building relationships with centres of influence (e.g. elevators and financial institutions) in order to better communicate the values of AGRICORP's risk management programs to Ontario farmers.

PROGRAM DELIVERY AND OPERATIONS DIVISION

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00


The Program Delivery and Operations Division is responsible for the delivery and effective administration of several programs including Crop Insurance and Market Revenue.

CLAIMS DEPARTMENT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-7407
8:00 - 5:00 


The **Claims** Department provides claim approval and field investigative services through a province-wide staff of 60 adjusters. Its mandate is to pay claims as efficiently as possible while maintaining full program integrity.

CUSTOMER ACTION CENTRE

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999 (Call Centre)
Fax (519)826-4118
www.agricorp.com
7:00 - 5:00 


AGRICORP's Customer Action Centre answers customer questions and enquiries, on line, about all aspects of the Market Revenue, Crop **Insurance** and Farm Business **Registration** programs.

PROGRAM DELIVERY DEPARTMENT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 


The Program Delivery Department provides extensive knowledge and expertise of all program deliverables ensuring accuracy in insurance establishment, premium calculations and claim payments.

AGRICULTURAL RESEARCH INSTITUTE OF ONTARIO

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4199
Fax (519)826-4211
8:30 - 5:00 

The Agricultural **Research** Institute of Ontario (ARIO) is an agency of the Ministry of **Agriculture** and Food. It reports directly to the Minister and is made of up to 15 members recognized as leaders in the agri-food industry. The role of ARIO is to enquire into programs of research with respect to agriculture, **veterinary** medicine and consumer studies; select and recommend areas of research for the betterment of agriculture, veterinary medicine and consumer studies; and stimulate interest in research as a means of developing a high degree of efficiency in the production and marketing of agricultural products in Ontario. Administrative support is provided by staff of the Innovation and Risk Management Branch, reporting to the Assistant Deputy Minister, Research and Corporate Services Division.

AGRICULTURE, FOOD AND RURAL AFFAIRS APPEAL TRIBUNAL


1st Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232
www.gov.on.ca/omaf/english/tribunal/
8:30 - 5:00 

The **Agriculture, Food and Rural Affairs Appeal Tribunal (AFRAAT)** deals with appeals heard under a variety of agriculture-related legislation. It serves as an independent, accessible appeal mechanism for disputes under the Farm Products Marketing Act and the **Milk Act**. It deals with matters related to the financial and technical aspects of projects initiated under the **Drainage Act**. It accredits general farm organizations and hears appeals on religious exemptions under the Farm **Registration** and Farm Organizations Funding Act. The Tribunal also resolves disputes over adjustments of loss on crop **insurance** contracts and disputes regarding the sale, repair and **safety** of farm **machinery**. It is also a **Licence Review Board** for Acts administered by OMAF. It hears matters related to the conduct of members of commodity boards.

Services offered to the Public:


Appeal Process

BOARD OF NEGOTIATION

1st Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232
www.gov.on.ca/omafra/english/tribunal/
8:30 - 5:00 


The Board of Negotiation negotiates **claims** concerning **contaminant damage** to **property**. Under the **Environmental Protection Act (EPA)**, an **investigation** may determine that the damage or injury to vegetation or **livestock** is caused by a contaminant and that the injury will result in economic loss. If this is the case and the parties involved are unable to come to an agreement on damages, the Board of Negotiation can be called upon to help negotiate a settlement. The board meets with both parties in an informal manner and proceeds to negotiate a settlement of the claim. The procedure is without prejudice to any subsequent legal proceedings.

COLLEGE OF VETERINARIANS OF ONTARIO

3rd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3127
Fax (519)826-3254
8:30 - 5:00 


The College of **Veterinarians** of Ontario acts as the self governing body for the College of Veterinarians of Ontario. The principle objective of the college is to carry out the regulations associated with the Veterinarians Act of the Ontario Ministry of Agriculture and Food to self regulate the practice of veterinarian **medicine** and to govern its members.

GRAIN FINANCIAL PROTECTION BOARD

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry (519)826-3570
8:30 - 5:00 


The **Grain Financial Protection** Board collects fees, administers the fund and approves **claims** made against the fund set up under the Grain Financial Protection Program (Farm Products Payments Act, R.S.O. 1990; O. Reg. 651/94) to protect producers in the event a licensed dealer defaults on payment or a licensed grain elevator operator defaults on storage.

LIVESTOCK FINANCIAL PROTECTION BOARD

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3886
Fax (519)826-4375
8:30 - 5:00 


The **Livestock Financial Protection** Board collects fees, administers the fund and approves **claims** made against the fund set up under the Ontario Beef Cattle Financial Protection Program (Farm Products Payments Act, R.S.O. 1990; O. Reg. 560/93) to protect producers in the event a licensed dealer defaults on payment.

LIVESTOCK MEDICINES ADVISORY COMMITTEE

3rd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4110
Fax (519)826-3254 

The **Livestock Medicines** Advisory Committee reviews all legislation and regulations pertaining to livestock medicines. The committee makes recommendations to the Minister on the sale, control, regulation and description of livestock medicines, as well as proper maintenance, handling and storage **standards**.

NORMAL FARM PRACTICES PROTECTION BOARD


3rd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3549
8:00 - 5:00 

The Farming and Food Production Protection Act provides for the protection of agricultural operations in agricultural areas. The operations are protected from nuisance **complaints** of odour, dust, flies, light, smoke, **noise** and vibration that may arise from conducting a "normal farm practice". In addition, the Act provides protection from municipal by-laws that restrict a normal farm practice. The Act establishes the Normal Farm Practices Protection Board as a mechanism to hear complaints and define "normal farm practices."

Services offered to the Public:

Normal Farm Practices Protection Board

ONTARIO FARM PRODUCTS MARKETING COMMISSION


5th Flr SW, 1 Stone Rd W
 Guelph N1G 4Y2
 General Inquiry (519)826-4220
 Fax (519)826-3400
 8:30 - 5:00 

The Ontario Farm Products Marketing Commission administers the Farm Products Marketing Act and the **Milk** Act. Responsibilities include supervising the marketing boards established under the two Acts. The Farm Products Marketing Act provides for commodity regulation under 20 marketing plans; each plan is administered by a producer marketing board. Some regulations under the Act also require the **licensing** of processors of regulated **commodities** by the commission (e.g. **vegetables**, grapes, tender **fruit**, potatoes, asparagus and seed corn dealers). The Milk Act provides authority to the **Dairy** Farmers of Ontario.

Services offered to the Public:

Apple Processor Licence
Asparagus Processor Licence
Grape Processor Licence
Potato Processor Licence
Seed Corn Grower or Dealer Licence
Tender Fruit Processor Licence
Vegetable Processor Licence

ONTARIO FOOD TERMINAL BOARD

165 The Queensway
 Toronto M8Y 1H8
 General Inquiry (416)259-5479
 Fax (416)259-4303
 www.oftb.com
 8:30 - 4:00 

The Ontario **Food** Terminal Board plays a major role in the orderly marketing of **fruits** and **vegetables** in Ontario by providing a central marketplace for Ontario growers and produce wholesalers to sell their produce directly to the wholesale and retail trade. It operates the Ontario Food Terminal which is a wholesale fresh fruit and produce market with cold storage facilities. The Board acts as a landlord and leases land, warehouse units, offices and other facilities to farmers, wholesalers and allied services. As well, it operates a cold storage facility for use by the wholesale tenants and farmers.

ACTS

AgriCorp Act, 1996
 Agricultural Rehabilitation and Development Act (Ontario) ARDA
 Agricultural Research Institute of Ontario Act
 Agricultural Tile Drainage Installation Act
 Agricultural and Horticultural Organizations Act
 Animals for Research Act
 Beef Cattle Marketing Act
 Bees Act
 Commodity Board Members Act
 Commodity Boards and Marketing Agencies Act
 Crop Insurance (Ontario) 1996
 Dead Animal Disposal Act
 Drainage Act

Edible Oil Products Act
Farm Implements Act
Farm Products Containers Act
Farm Products Grades and Sales Act
Farm Products Marketing Act
Farm Products Payments Act
Farm Registration and Farm Organizations Funding Act
Farming and Food Production Protection Act
Food Safety and Quality Act, 2001
Grain Corn Marketing Act
Grains Act
Livestock Community Sales Act
Livestock Identification Act
Livestock Medicines Act
Livestock and Livestock Products Act
Livestock, Poultry and Honey Bee Protection Act
Meat Inspection Act (Ontario)
Milk Act
Ministry of Agriculture, Food and Rural Affairs Act
Nutrient Management Act, 2002
Ontario Agricultural Museum Act
Ontario Food Terminal Act
Plant Diseases Act
Pounds Act
Tile Drainage Act
Topsoil Preservation Act
Veterinarians Act
Weed Control Act

MINISTRY OF THE ATTORNEY GENERAL

720 Bay St


Toronto M5G 2K1

General Inquiry (416)326-2220

TTY (416)326-4012

Fax (416)326-4007

www.attorneygeneral.jus.gov.on.ca

8:30 - 5:00 

The Ministry of the Attorney General delivers justice services to Ontarians by: providing effective prosecution services that support community safety and public order, providing criminal, civil and family justice services that are fair, timely and accessible; supporting fair, affordable systems for resolving disputes; supporting victims of crime by strengthening their rights in the justice system; supporting vulnerable people in making property and personal care decisions that promote their dignity and autonomy; and by providing expert legal advice to government.

DEPUTY ATTORNEY GENERAL

ASSESSMENT REVIEW BOARD

Eaton Tower

29th Flr, 250 Yonge St

Toronto M5B 2L7


General Inquiry (416)314-6900

Toll Free 1-800-263-3237

Fax (416)314-3717

Toll Free Fax 1-877-849-2066

www.arb.gov.on.ca

8:00 - 5:00 

The **Assessment** Review Board is an independent administrative tribunal which draws its jurisdiction from the Assessment Act and the **Municipal** Act. The Board hears and determines **complaints** against realty assessment forming the basis of municipal **taxation**, complaints with respect to direction of school support for **school board** taxation, and applications and **appeals** respecting municipal taxation.

Services offered to the Public:

Assessment Review

COMMUNICATIONS BRANCH

11th Flr, 720 Bay St

Toronto M5G 2K1


General Inquiry (416)326-2220

(416)326-2200 (Branch Reception)

TTY (416)326-4012


Fax (416)326-4007

www.attorneygeneral.jus.gov.on.ca

8:30 - 5:00 

The Communications Branch provides strategic communications advice and leadership to support the Minister and government to achieve its justice agenda. The branch works in partnership with the Minister's Office, ministry program and policy areas, the Ministry of Public Safety and Security to deliver its services.

ONTARIO MUNICIPAL BOARD AND BOARD OF NEGOTIATION

15th Flr, 655 Bay St
Toronto M5G 1E5
General Inquiry (416)326-6800
Fax (416)326-5370
www.omb.gov.on.ca
8:30 - 4:30 


The Ontario Municipal Board (OMB) is an independent, quasi-judicial administrative tribunal. Its principal responsibility is to hold public **hearings** or otherwise resolve **appeals** from decisions made by Ontario municipalities and other decision-makers, and to make a final decision on the matter. Most applications and appeals to the Board involve disputes over **land use planning**, but a significant number also deal with **land compensation**, development charges, ward boundaries and **aggregate** resources. The Board is affected by approximately 100 public statutes and more than 80 private statutes, including the Planning Act, the **Expropriations** Act and the Local Improvement Act. The Board of Negotiation acts as a mediator in negotiating a settlement when **real property** is expropriated and no agreement is reached on compensation. The property owner or the expropriating authority can request the services of the Board.

Services offered to the Public:

Ontario Municipal Board

Ontario Municipal Board Information Office

ADMINISTRATION

15th Flr, 655 Bay St
Toronto M5G 1E5
(416)326-6800 (Information Office)
Fax (416)326-5370
www.omb.gov.on.ca
8:30 - 5:00 


The Administration unit of the Ontario **Municipal** Board and Board of Negotiation undertakes case management of all files that are submitted. The Board's Planners contact all parties involved in a matter before the Board in order to identify the issues, narrow their scope and move the case forward to resolution. The Board's Information Office provides information to the public in English and French on matters before the Ontario Municipal Board such as: date and location of scheduled **hearings**, how **appeals** are launched, and procedure at hearings. On request, the Board provides summons to witness forms (subpoenas) and **certification** of Board **documents**. Clients can request to view an OMB file(s). Photocopies are available at a nominal charge.

Services offered to the Public:

Ontario Municipal Board

Ontario Municipal Board Information Office


POLICY BRANCH

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-2699
8:30 - 5:00 

The Policy Branch provides justice policy and corporate policy support services to the ministry. It develops policy initiatives and provides support and expertise to other divisions within the


ministry. It serves as the main liaison with Cabinet Office and also oversees the Freedom of Information and Protection of Privacy Office and the Office of the Coordinator of French Language Services. The branch is responsible for the drafting of legislation and regulations, and provides advice and support through the legislative process, policy research and analysis. It also takes the lead in the identification of policy issues and options, drafting of policy submissions for Cabinet, advice on the Cabinet process, coordination of policy issues relating to four self-governing professions; and provision of executive leadership for key ministry projects. It manages Federal/Provincial/Territorial meetings and provides strategic advice and support to the Deputy and Minister at meetings.

ABORIGINAL ISSUES UNIT

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-2699
8:30 - 5:00 


The **Aboriginal** Issues Unit supports the Ministry of the Attorney General's work in the area of Aboriginal justice. Staff manages the ministry's funded Aboriginal justice programs and provide legal and policy advice on Aboriginal justice issues.

CORPORATE SERVICES MANAGEMENT DIVISION

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-4441
8:30 - 5:00 

The division provides strategic support and advice to the Ministry in the areas of business and financial planning, human resources, facilities and accommodation, quality services, knowledge management, electronic service delivery, Freedom of Information and Privacy, and French language services and has administrative oversight responsibilities for the Special Investigation Unit (SIU). This program is also responsible for research and analysis, management information and coordination of key senior management committees and sub-committees. The division is comprised of 3 branches, 2 units and the Quality Service/Knowledge Management Project which are described below. In addition, Audit Services reports jointly to the Corporate Services Management Division and the central Shared Services Bureau.


BUSINESS AND FISCAL PLANNING BRANCH

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-4019
8:30 - 5:00 

The Business and Fiscal Planning Branch has two key responsibilities:


1. Business co-ordination and support, including the development and monitoring of the Ministry's business plan and its implementation and the provision of technical and user support of the Salary Management System corporate database.
2. Modern Controllershship, including reports to central agencies on the Ministry's achievement of its financial plan, and corporate leadership and support to Ministry senior management and its programs in the areas of fiscal planning, forecasting and budget control.

FREEDOM OF INFORMATION AND PRIVACY - ATTORNEY GENERAL


5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4300
Fax (416)326-4307
8:30 - 5:00 

The Freedom of Information and Protection of Privacy Office coordinates the administration of the Freedom of Information and Protection of Privacy Act (FIPPA) for the Ministries of the Attorney General and Public Safety and Security including: coordinating and responding to access requests from the public; liaison with the Office of the Information and Privacy Commissioner on appeals and mediation processes; investigating privacy complaints; preparing statistical reports, delivering training, providing advice on access and privacy issues including privacy impact assessments and ensuring adherence to the privacy provisions and other legislative requirements of FIPPA.

FREEDOM OF INFORMATION AND PRIVACY - PUBLIC SAFETY AND SECURITY


4th Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00 

FRENCH LANGUAGE SERVICES

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4059
Fax (416)326-4782
8:30 - 5:00 

The French Language Services office monitors delivery of service in French and provides advice to staff of two ministries, Attorney General and Public Safety and Security on issues related to delivery of service in French within their programs and activities pursuant to the French Language Services Act, the Courts of Justice Act and the Criminal Code. It also coordinates translation, complaints investigation/resolution and linguistic proficiency evaluation services. It manages relations with the francophone stakeholder groups and acts as a liaison between the ministries and the francophone community.

HUMAN RESOURCES BRANCH

3rd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4490
TTY (416)326-4011
Fax (416)326-2298
8:30 - 4:45 


The Human Resources Branch provides strategic services and advice on all workforce matters in support of government policy direction and Ministry business plans. The branch provides consulting services and support to managers in recruitment, employment transition and compensation, labour relations, grievance management and conflict resolution, Workplace Discrimination and Harassment, return-to-work employment accommodations and health and safety. The branch provides learning and development strategies, workforce and succession planning, performance management, change management, as well as a range of other services. It maintains an Intranet site (Work Smart) that offers timely, accessible HR guides and advice to ministry managers and staff.

INTERNAL AUDIT SERVICES - JUSTICE MINISTRIES

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6741
Fax (705)329-6762


The Audit Services Branch, Justice Cluster, Internal Audit Division, MBS, provides assurance and consulting services to the Justice Ministries to ensure control systems are in place that ensure ministry objectives are met. The Audit Director reports to each of the three Justice Sector Deputy Ministers for audit purposes, the respective Chief Administrative Officers for administrative purposes and to the Chief Internal Auditor, MBS, for professional standards.

JUSTICE SECTOR FACILITIES BRANCH

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-6757
Fax (416)326-4029
8:30 - 5:00 

The Justice Sector Facilities Branch provides strategic capital, accommodations planning, and operational services to the Ministries of the Attorney General and Public Safety and Security. The work of the Branch includes the development of strategic accommodation and capital plans to support the wide range of business planning directions and decision-making activities for the two ministries. The Branch manages the administration and payment for all space occupied both in government-owned and 3rd party leases for the Justice Sector. The Branch coordinates with the Ontario Realty Corporation (ORC) and its service providers to deliver major and minor capital projects and relocation projects for various divisions within the two ministries. It reviews new processes for requesting approvals for capital funding through liaison with the Ontario SuperBuild Corporation and the Cabinet Committee on Privatization and SuperBuild (CCOPS).

QUALITY SERVICE PROJECT

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)212-1396
8:30 - 5:00 


The Quality Service project team is responsible for leading the planning and implementation of the Quality Plans and the Common Service Standards (e.g., telephone, correspondence, walk-in complaints) for the justice sector (Ministry of the Attorney General and Ministry of Public Safety and Security). The team provides strategic leadership, project support and advice on all Quality Service planning and Common Service Standards issues. The team also ensures consistency with the OPS Quality Framework and the OPS requirement to sustain the Quality Planning process within ministries.

KNOWLEDGE MANAGEMENT TEAM

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)212-1396
8:30 - 5:00


The Knowledge Management project team provides support to the Justice Sector Knowledge Management Council. The team is implementing a sector-wide knowledge management strategy to support business goals and has developed a number of tools to assist business areas.

COURT SERVICES DIVISION

2nd Flr Suite 204, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4263
Fax (416)326-2652
8:30 - 5:00 

Court Services Division manages more than 250 court offices in communities across the province. These offices provide an essential public service. Court staff schedule court cases, maintain court records and files, collect fines and fees, enforce civil orders, provide justice information to the public, and facilitate the delivery of other justice services, including civil and family mediation programs, victims' services and legal aid services. Court Services Division also provides administrative and courtroom support to all judicial officers in the Superior Court of Justice and the Ontario Court of Justice. Court staff manage the **jury** system and provide the courtroom clerks, court reporters, registrars and court interpreters required for court proceedings.


CORPORATE PLANNING BRANCH


2nd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4263
Fax (416)326-1011
8:30 - 5:00 

The Corporate Planning Branch is responsible for financial, IT, facilities and human resources planning within Court Services Division. The branch also provides statistical reports, manages issues and communications, and supports the appointment of judicial officers, notaries and Commissioners for Taking Affidavits. In addition, the branch acts as the key contact with the municipalities on Provincial Offences Act matters.

COURTHOUSES

ALGOMA DISTRICT

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - ELLIOT LAKE
200 Ontario Ave
Elliot Lake P5A 1Y5
General Inquiry (705)848-2500
8:30 - 5:00 

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - SAULT STE MARIE
426 Queen St E
Sault Ste Marie P6A 6W2
General Inquiry (705)945-8000
Fax (705)945-5044
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY - SAULT STE MARIE
426 Queen St E
Sault Ste Marie P6A 6W2
General Inquiry (705)945-8000
Fax (705)945-5044
8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - SAULT STE MARIE
Main Flr, 426 Queen St E
Sault Ste Marie P6A 6W2
General Inquiry (705)945-8000x530
8:30 - 5:00 ♿

BRANT COUNTY

ONTARIO COURT OF JUSTICE -
BRANTFORD
44 Queen St
Brantford N3T 3B2
General Inquiry (519)758-3460
Fax (519)758-3461
8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY, SMALL CLAIMS - BRANTFORD
70 Wellington St
Brantford N3T 2L9
General Inquiry (519)752-7828
Fax (519)752-6465
8:30 - 5:00 ♿

BRUCE COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY, YCJA -
WALKERTON
Bruce County Courthouse
207 Cayley St
Walkerton N0G 2V0
General Inquiry (519)881-1052
Fax (519)881-0347
8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY, SMALL CLAIMS - WALKERTON
207 Cayley St
PO Box 39
Walkerton N0G 2V0
General Inquiry (519)881-1052
Fax (519)881-0347
8:30 - 5:00 ♿

CITY OF KAWARTHA LAKES AND HALIBURTON

ONTARIO COURT OF JUSTICE,
CRIMINAL - LINDSAY
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-1400
Fax (705)324-1401
8:30 - 5:00 ♿


SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, FAMILY, SMALL CLAIMS -
LINDSAY
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-1400
Fax (705)324-1401
8:30 - 5:00 ♿


CITY OF OTTAWA


ONTARIO COURT OF JUSTICE,
CRIMINAL - OTTAWA
2nd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1153
8:30 - 5:00 ♿


SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, FAMILY, SMALL CLAIMS -
OTTAWA
2nd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1560
(613)239-1054 (Civil Office)
(613)239-1050 (Enforcement)
(613)239-1079 (Small Claims Court
Operations)
(613)239-1320 (Bankruptcy & Assessments)
(613)239-1024 (Estates)
(613)239-1071 (Divisional Court)
(613)239-1153 (Criminal Operations)
(613)239-1274 (Family Operations Family
Law Information Centre)
(613)239-1047 (Civil - Case Management)
(613)239-1180 (Civil Mediation)
(613)239-1260 (Court Support)
(613)239-1015 (Court Interpretation &
Translaton Office)
8:30 - 5:00 ♿

COCHRANE DISTRICT


ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY, YCJA - COCHRANE
District Courthouse
149 4th Avenue
PO Box 2069
Cochrane P0L 1C0
General Inquiry (705)272-4256
Fax (705)272-2583
8:30 - 5:00 


ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY, YCJA - TIMMINS
Suite 127, 38 Pine St
Timmins P4N 6K6
General Inquiry (705)267-7799
Fax (705)360-2014
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY, SMALL CLAIMS - COCHRANE
149 Fourth Ave
PO Box 638
Cochrane P0L 1C0
General Inquiry (705)272-4256
Fax (705)272-5100
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - TIMMINS
48 Spruce St N
Timmins P4N 6M7
General Inquiry (705)360-4231
Fax (705)360-2016
8:30 - 5:00 


DUFFERIN COUNTY


ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - ORANGEVILLE
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-5802
Fax (519)941-6941
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - ORANGEVILLE
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-5802
Fax (519)941-6941
8:30 - 5:00 

DURHAM REGION

ONTARIO COURT OF JUSTICE -
OSHAWA
242 King St E
Oshawa L1H 3Z8
General Inquiry (905)430-5800
Fax (905)430-4403
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE - WHITBY
605 Rossland Rd E
Whitby L1N 9G7
General Inquiry (905)430-5800
Fax (905)430-5802
Fax (905)430-5816 (Small Claims/
Enforcement)
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE,
FAMILY - OSHAWA
33 King St W
Oshawa L1H 1A1
General Inquiry (905)430-5800
Fax (905)430-4901
8:30 - 5:00 

ELGIN COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL - ST THOMAS
The Justice Bldg
2nd Flr, 30 St Catherine St
St Thomas N5P 3T9
General Inquiry (519)633-1230x234
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY -
ST THOMAS
145 Curtis St
PO Box 327
St Thomas N5P 3T9
General Inquiry (519)633-2160x223
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL,
SMALL CLAIMS - ST THOMAS
Justice Bldg
145 Curtis St
PO Box 310
St Thomas N5P 3T9
(519)633-1720x221 (Civil Filing Office)
(519)631-3530x251 (Small Claims Court
Office)
8:30 - 5:00

ESSEX COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL - WINDSOR
Ontario Court of Justice
1st Flr, 200 Chatham St E
Windsor N9A 2W3
General Inquiry (519)973-6665
Fax (519)973-6619
8:30 - 5:00 ♿

ONTARIO COURT OF JUSTICE, FAMILY -
WINDSOR
Ontario Court of Justice
200 Chatham St E
Windsor N9A 2W3
General Inquiry (519)973-6670
Fax (519)973-6626
8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY, SMALL CLAIMS - WINDSOR
245 Windsor Ave
Windsor N9A 1J2
General Inquiry (519)973-6620
Fax (519)973-6614
8:30 - 5:00 ♿

FRONTENAC COUNTY

ONTARIO COURT OF JUSTICE -
KINGSTON
279 Wellington St
Kingston K7K 6E1
General Inquiry (613)548-6200
Fax (613)548-6819
8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE,
FAMILY - KINGSTON
169 Montreal St
Kingston K7K 3H9
General Inquiry (613)548-6789
Fax (613)548-6788
8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - KINGSTON
Frontenac County Courthouse
Civil Filing Office, 5 Court St
Kingston K7L 2N4
General Inquiry (613)548-6811
(613)548-6811 (Enforcement Office)
Fax (613)548-6818
8:30 - 5:00 ♿

GREY COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - OWEN SOUND
611- 9th Ave E
Owen Sound N4K 6Z4
General Inquiry (519)370-2430
Fax (519)370-2451
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL,
SMALL CLAIMS - OWEN SOUND
611- 9th Ave E
Owen Sound N4K 6Z4
General Inquiry (519)370-2430
(519)370-2430 (Estates Office & Enforcement
Office)
Fax (519)370-2451
8:30 - 5:00 ♿

HALDIMAND COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - CAYUGA
55 Munsee St
PO Box 399
Cayuga N0A 1E0
General Inquiry (905)772-3335
Fax (905)772-3958
8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS - CAYUGA

55 Munsee St
 PO Box 399
 Cayuga N0A 1E0
 General Inquiry (905)772-3335
 8:30 - 5:00 ♿

HALTON

ONTARIO COURT OF JUSTICE,
 CRIMINAL - BURLINGTON
 2021 Plains Rd E
Burlington L7R 4M3
 General Inquiry (905)637-4125
 Fax (905)637-4183
 8:30 - 5:00 ♿

ONTARIO COURT OF JUSTICE,
 CRIMINAL - MILTON
 491 Steeles Ave E
Milton L9T 1Y7
 General Inquiry (905)878-4165
 Fax (905)693-3032
 8:30 - 5:00 ♿

ONTARIO COURT OF JUSTICE,
 CRIMINAL - OAKVILLE
 Oakville Municipal Bldg
 1225 Trafalgar Rd
Oakville L6J 5A6
 General Inquiry (905)842-8380
 Fax (905)842-2781
 8:30 - 5:00 ♿

ONTARIO COURT OF JUSTICE, FAMILY -
 MILTON
 491 Steeles Ave E
Milton L9T 1Y7
 General Inquiry (905)878-7281
 Fax (905)693-3038
 8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE,
 CRIMINAL, FAMILY, SMALL CLAIMS -
 MILTON
 491 Steeles Ave E
Milton L9T 1Y7
 General Inquiry (905)878-7281
 Fax (905)693-3038
 8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, SMALL
 CLAIMS - BURLINGTON
 2021 Plains Rd E
Burlington L7R 4M3
 General Inquiry (905)637-4125
 Fax (905)637-4183
 8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, SMALL
 CLAIMS - OAKVILLE
 Oakville Municipal Bldg
 1225 Trafalgar Rd
Oakville L6J 5A6
 General Inquiry (905)842-8380
 Fax (905)842-2781
 8:30 - 5:00 ♿

HAMILTON

ONTARIO COURT OF JUSTICE,
 CRIMINAL - HAMILTON
 The John Sopinka Courthouse
 Suite 106, 45 Main St E
Hamilton L8N 2B7
 (905)645-5288 (Court Support, Suite 221)
 (905)645-5252x3871 (Criminal Operations)
 Fax (905)645-5372 (Criminal Operations)
 Fax (905)645-5383 (Court Support, Suite 221)
 8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, CIVIL,
 CRIMINAL, SMALL CLAIMS -
 HAMILTON
 The John Sopinka Courthouse
 45 Main St E
Hamilton L8N 2B7
 (905)645-5252x3874 (Enforcement,
 Suite 126)
 (905)645-5252x3873 (Civil, Suite 110)
 (905)645-5252x3753 (Criminal, Suite 106)
 (905)645-5288 (Court Support, Suite 221)
 (905)645-5252x3875 (Small Claims
 Operations, Suite 108)
 Fax (905)645-5271 (Enforcement)
 Fax (905)645-5383 (Court Support)
 Fax (905)645-5372 (Criminal)
 8:30 - 5:00 ♿


**SUPERIOR COURT OF JUSTICE, FAMILY-
HAMILTON**

55 Main St W

Hamilton L8P 1H4

General Inquiry (905)645-6250

Fax (905)645-6264


8:30 - 5:00 **HASTINGS****ONTARIO COURT OF JUSTICE,
CRIMINAL - BELLEVILLE**

15 Victoria Ave

Belleville K8N 1Z5

General Inquiry (613)962-3468

Fax (613)962-8830

8:30 - 5:00 **ONTARIO COURT OF JUSTICE, FAMILY,
YCJA - BELLEVILLE**


Century Pl

Suite 402, 199 Front St

Belleville K8N 5H5

General Inquiry (613)968-6759

Fax (613)966-4390


8:30 - 5:00 **SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - BELLEVILLE**

235 Pinnacle St

Belleville K8N 3A9

General Inquiry (613)962-9106


Fax (613)962-5143

8:30 - 5:00 **HURON****ONTARIO COURT OF JUSTICE,
CRIMINAL, YCJA - GODERICH**

1st Flr, 1 Court House Sq

Goderich N7A 1M2

General Inquiry (519)524-9342


8:30 - 5:00 **ONTARIO COURT OF JUSTICE, FAMILY -
GODERICH**

1st Flr, 1 The Square

PO Box 400

Goderich N7A 4C6

General Inquiry (519)524-2990


8:30 - 5:00 **KENORA DISTRICT****ONTARIO COURT OF JUSTICE,
CRIMINAL - KENORA**

216 Water St

Kenora P9N 1S4

General Inquiry (807)468-2842

Fax (807)468-2974

8:30 - 5:00 **ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - RED LAKE**

Government Bldg

115 Howey St

PO Box 226

Red Lake P0V 2M0

General Inquiry (807)727-2376 (Mon - Fri

8:30 am - 12:00 pm)

Fax (807)727-3721


**ONTARIO COURT OF JUSTICE, FAMILY -
KENORA**

216 Water St

Kenora P9N 1S4

General Inquiry (807)468-2842

Fax (807)468-2974

8:30 - 5:00 **ONTARIO COURT OF JUSTICE, YCJA,
CRIMINAL, FAMILY - DRYDEN**


Government Bldg

Rm 127, 479 Government St

PO Box 3000

Dryden P8N 3B3

General Inquiry (807)223-2348

8:30 - 5:00 **SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - DRYDEN**


Government Bldg

Rm 127, 479 Government St

PO Box 3000

Dryden P8N 3B3

General Inquiry (807)223-2348


8:30 - 5:00 **SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - KENORA**

216 Water St

Kenora P9N 1S4

General Inquiry (807)468-2842

Fax (807)468-2974

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - RED LAKE

Government Bldg

115 Howey St

PO Box 226

Red Lake P0V 2M0

General Inquiry (807)727-2376 (Mon - Fri

8:30 am - 12:00 pm)

Fax (807)727-3721

KENT COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - CHATHAM

Administration of Justice Bldg

1st Flr & 3rd Flr, 21 Seventh St


Chatham N7M 4K1

General Inquiry (519)352-9070

Fax (519)354-6292 (Family)

Fax (519)352-3669 (Criminal, Trial

Coordination & Judicial Support)

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL, SMALL CLAIMS - CHATHAM


3rd Flr, 21 Seventh St

PO Box 2021

Chatham N7M 5K3

General Inquiry (519)352-9070

Fax (519)354-6292

8:30 - 5:00 

LAMBTON COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL- SARNIA

Justice Bldg

3rd Flr Suite 301, 700 Christina St N

Sarnia N7V 3C2

General Inquiry (519)336-8830


(519)336-8830 (OCJ Trial Coordination &

Judicial Support)

Fax (519)337-5655 (OCJ Trial Coordinaton &

Judicial Support)

Fax (519)337-5655

8:30 - 5:00 

ONTARIO COURT OF JUSTICE, FAMILY - SARNIA

Justice Bldg


1st Flr Suite 106, 700 Christina St N

PO Box 2567

Sarnia N7V 3C2

General Inquiry (519)336-8830

Fax (519)332-3411

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL, SMALL CLAIMS - SARNIA

Justice Bldg

1st Flr Suite 106, 700 Christina St N

PO Box 2567

Sarnia N7T 7V8

(519)337-5314 (Enforcement Office, Suite 107)

(519)337-5314 (SCJ Trial Coordination & Judicial Support, Suite 201)

(519)337-5314 (Civil Office, Suite 106)


(519)337-5314 (Small Claims Court Office, Suite 107)

Fax (519)332-3411 (Enforcement Office)

Fax (519)337-8546 (SCJ Trial Coordination & Judicial Support)


Fax (519)332-3411 (Civil Office)


Fax (519)332-3411 (Small Claims)

8:30 - 5:00 


LANARK COUNTY


ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - PERTH

43 Drummond St E
Perth K7H 1G1
General Inquiry (613)267-2021
Fax (613)267-7055
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - PERTH
43 Drummond St E
Perth K7H 1G1
General Inquiry (613)267-2021
Fax (613)267-7055
8:30 - 5:00 

LEEDS AND GRENVILLE


ONTARIO COURT OF JUSTICE,
CRIMINAL - BROCKVILLE
75 Water St W
Brockville K6V 3L7
General Inquiry (613)342-5003
Fax (613)342-2817
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY, SMALL CLAIMS - BROCKVILLE
550 King St W
Brockville K6V 3T2
General Inquiry (613)345-5895
Fax (613)345-4019
8:30 - 5:00 


LENNOX AND ADDINGTON COUNTY


ONTARIO COURT OF JUSTICE -
NAPANEE
County Memorial Bldg
41 Dundas St W
Napanee K7R 1Z5
General Inquiry (613)354-3845
Fax (613)354-0380
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE - NAPANEE


County Memorial Bldg
41 Dundas St W
Napanee K7R 1Z5
General Inquiry (613)354-3845
Fax (613)354-0380
8:30 - 5:00 


MANITOULIN DISTRICT

ONTARIO COURT OF JUSTICE - GORE
BAY
Main Flr, 27 Phipps St
Bag 5
Gore Bay P0P 1H0
General Inquiry (705)282-2461
Fax (705)282-3245
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - GORE BAY
Main Flr, 27 Phipps St
PO Bag 5
Gore Bay P0P 1H0
General Inquiry (705)282-2461
Fax (705)282-3245
8:30 - 5:00 

MIDDLESEX COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL - LONDON
2nd Flr, 80 Dundas St
London N6A 6A5
General Inquiry (519)660-3000
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE,
FAMILY - LONDON
Ground Flr Unit A, 80 Dundas St
London N6A 6A3
General Inquiry (519)660-3000
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - LONDON
 Ground Flr Unit A, 80 Dundas St
London N6A 6A3
 General Inquiry (519)660-3000
 8:30 - 5:00 ♿

MUSKOKA

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - BRACEBRIDGE
 3 Dominion St N
Bracebridge P1L 2E6
 General Inquiry (705)645-8793
 Fax (705)645-7901
 8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS - BRACEBRIDGE
 3 Dominion St N
Bracebridge P1L 2E6
 General Inquiry (705)645-8793
 Fax (705)645-7901
 8:30 - 5:00 ♿

NIAGARA REGION

ONTARIO COURT OF JUSTICE, CRIMINAL - ST CATHARINES
 59 Church St
St Catharines L2R 7N8
 General Inquiry (905)988-6200
 8:30 - 5:00 ♿

ONTARIO COURT OF JUSTICE, FAMILY - WELLAND
 102 East Main St
Welland L3B 3W6
 General Inquiry (905)735-0010
 8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, CIVIL, SMALL CLAIMS - ST CATHARINES
 59 Church St
St Catharines L2R 7N8
 General Inquiry (905)988-6200
 8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, CIVIL, SMALL CLAIMS - WELLAND
 102 East Main St
Welland L3B 3W6
 General Inquiry (905)735-0010
 8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, FAMILY - ST CATHARINES
 4th Flr, 59 Church St
St Catharines L2R 7N8
 General Inquiry (905)988-6200
 8:30 - 5:00 ♿

NIPISSING DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL - NORTH BAY
 360 Plouffe St
North Bay P1B 9L5
 General Inquiry (705)495-8309x215
 8:30 - 5:00 ♿

ONTARIO COURT OF JUSTICE, FAMILY - NORTH BAY
 360 Plouffe St
North Bay P1B 9L5
 General Inquiry (705)495-8309x208
 8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - NORTH BAY
 360 Plouffe St
North Bay P1B 9L5
 General Inquiry (705)495-8309
 8:30 - 5:00

NORFOLK COUNTY

ONTARIO COURT OF JUSTICE - SIMCOE
 530 Queensway W
Simcoe N3Y 4L2
 General Inquiry (519)426-6550
 Fax (519)426-9591
 8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE - SIMCOE
 530 Queensway W
Simcoe N3Y 4L2
 General Inquiry (519)426-6550
 Fax (519)426-9591
 8:30 - 5:00 ♿

NORTHUMBERLAND COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL - COBOURG
 860 William St
Cobourg K9A 3A9
 General Inquiry (905)372-3751
 Fax (905)372-9952
 8:30 - 5:00 ♿


SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, FAMILY, SMALL CLAIMS -
COBOURG

860 William St

Cobourg K9A 3A9

General Inquiry (905)372-3751

Fax (905)372-9952

8:30 - 5:00 

OXFORD COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - WOODSTOCK

415 Hunter St


PO Box 70

Woodstock N4S 7W5

(519)539-6187x230 (Family)

(519)539-6187x223 (Criminal)

Fax (519)539-4579

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE,
CRIMINAL, FAMILY, SMALL CLAIMS -
WOODSTOCK

415 Hunter St


PO Box 70

Woodstock N4S 7W5

General Inquiry (519)539-6188x232

(519)539-4751x234 (Small Claims Court)

Fax (519)539-4579 (Small Claims Court)

8:30 - 5:00 

PARRY SOUND DISTRICT


ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - PARRY SOUND

39 James St

Parry Sound P2A 1T7

General Inquiry (705)746-4237

Fax (705)746-6179

8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, SMALL CLAIMS - PARRY
SOUND

39 James St

Parry Sound P2A 1T7

General Inquiry (705)746-4237

Fax (705)746-6179

8:30 - 5:00 

PEEL REGION

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - BRAMPTON

A. Grenville & William Davis

7755 Hurontario St


Brampton L6W 4T6

(905)456-4730 (Criminal)

(905)456-4702 (Family)

Fax (905)456-4732 (Criminal)

Fax (905)456-4723 (Family)

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY, SMALL CLAIMS - BRAMPTON


A. Grenville & William Davis

7755 Hurontario St

Brampton L6W 4T6

General Inquiry (905)456-4744

Fax (905)456-4741

8:30 - 5:00 

PERTH COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - STRATFORD


100 St Patrick St

PO Box 726

Stratford N5A 6V6

General Inquiry (519)271-9252

Fax (519)271-8080

8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - STRATFORD

17 George St

Stratford N5A 1A6

General Inquiry (519)271-1850

Fax (519)271-8080

8:30 - 5:00 

PETERBOROUGH COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL - PETERBOROUGH

70 Simcoe St

Peterborough K9H 7G9

General Inquiry (705)876-3816

Fax (705)876-3838

8:30 - 5:00

**SUPERIOR COURT OF JUSTICE, CIVIL,
SMALL CLAIMS - PETERBOROUGH**


70 Simcoe St

Peterborough K9H 7G9

General Inquiry (705)876-3846

(705)846-3846x816 (Estates Office)

Fax (705)876-3828

8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE,
FAMILY - PETERBOROUGH**

470 Water St

Peterborough K9H 3M3

General Inquiry (705)876-3815

Fax (705)876-3813

8:30 - 5:00 

PRESCOTT AND RUSSELL


**ONTARIO COURT OF JUSTICE -
L'ORIGNAL**

2nd Flr, 59 Court St

L'Orignal K0B 1K0

General Inquiry (613)675-4567

Fax (613)675-4507

8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE -
L'ORIGNAL**

2nd Flr, 59 Court St

L'Orignal K0B 1K0

General Inquiry (613)675-4567

Fax (613)675-4507

8:30 - 5:00 

PRINCE EDWARD COUNTY

**ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - PICTON**


44 Union St

PO Box 680

Picton K0K 2T0

General Inquiry (613)476-6236

Fax (613)476-7297

8:30 - 5:00 

**SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - PICTON**


44 Union St

PO Box 680

Picton K0K 2T0

General Inquiry (613)476-6236

Fax (613)476-7297

8:30 - 5:00 

RAINY RIVER DISTRICT


**ONTARIO COURT OF JUSTICE - FORT
FRANCES**

333 Church St

Fort Frances P9A 3M7

General Inquiry (807)274-5961

Fax (807)274-0516

8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, FAMILY, SMALL CLAIMS -
FORT FRANCES**

333 Church St

Fort Frances P9A 1C9

General Inquiry (807)274-5961

Fax (807)274-0516

8:30 - 5:00 

RENFREW COUNTY

**ONTARIO COURT OF JUSTICE,
CRIMINAL - PEMBROKE**

297 Pembroke St E

Pembroke K8A 3K2

General Inquiry (613)735-6886

Fax (613)732-1766

8:30 - 5:00

**SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - PEMBROKE**

297 Pembroke St E

Pembroke K8A 3K2

General Inquiry (613)732-8581

Fax (613)732-1766

8:30 - 5:00

SIMCOE COUNTY


**ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - BARRIE**

114 Worsley St

Barrie L4M 1M1

General Inquiry (705)739-6111

Fax (705)739-6516

8:30 - 5:00 


**ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - ORILLIA**


Cottage C, 700 Memorial Ave


Orillia L3V 6J3

General Inquiry (705)326-2671


Fax (705)326-0970


8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY, SMALL CLAIMS - BARRIE
114 Worsley St
Barrie L4M 4S4
General Inquiry (705)739-6111
Fax (705)739-6516
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - ORILLIA
Cottage C, 700 Memorial Ave
Orillia L3V 6J3
General Inquiry (705)326-2671
Fax (705)326-0970
8:30 - 5:00 

STORMONT, DUNDAS AND GLEN GARRY

ONTARIO COURT OF JUSTICE,
CRIMINAL - ALEXANDRIA
110 Main St N
PO Box 699
Alexandria K0C 1A0
General Inquiry (613)525-4330
8:30 - 5:00 


ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - CORNWALL
Main Flr, 29 Second St W
Cornwall K6J 1G3
General Inquiry (613)933-7500
Fax (613)932-0507
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - ALEXANDRIA
110 Main St N
PO Box 699
Alexandria K0C 1A0
General Inquiry (613)525-4330
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - CORNWALL
Main Flr, 29 Second St W
Cornwall K6J 1G3
General Inquiry (613)933-7500
Fax (613)932-0507
8:30 - 5:00 


SUDBURY DISTRICT

ONTARIO COURT OF JUSTICE -
ESPANOLA
Town Hall
2nd Flr Suite 3, 100 Tudhope St
Espanola P5E 1S6
General Inquiry (705)869-4334
Fax (705)869-6511


ONTARIO COURT OF JUSTICE,
CRIMINAL - SUDBURY
Main Flr, 155 Elm St W
Sudbury P3C 1T9
General Inquiry (705)564-7766
Fax (705)564-7895
8:30 - 5:00 

ONTARIO COURT OF JUSTICE, FAMILY -
SUDBURY
2nd Flr, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7632
Fax (705)564-7638
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, FAMILY - SUDBURY
155 Elm St
Sudbury P3C 1T9
General Inquiry (705)564-7757
Fax (705)564-7890
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - SUDBURY
2nd Flr, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7628
Fax (705)564-7638
8:30 - 5:00 

THUNDER BAY DISTRICT

ONTARIO COURT OF JUSTICE,
CRIMINAL - THUNDER BAY
2nd Flr, 1805 E Arthur St
Thunder Bay P7E 5N7
General Inquiry (807)625-1610
Fax (807)625-0062
8:30 - 5:00 

ONTARIO COURT OF JUSTICE, FAMILY - THUNDER BAY

1st Flr, 1805 E Arthur St

Thunder Bay P7E 5N7

General Inquiry (807)625-1600

Fax (807)625-1602

8:30 - 5:00 ☎

SUPERIOR COURT OF JUSTICE, CIVIL, CRIMINAL, FAMILY, SMALL CLAIMS - THUNDER BAY

2nd Flr, 277 Camelot St

Thunder Bay P7A 4B3

General Inquiry (807)343-2710

Fax (807)343-2704

8:30 - 5:00 ☎

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - NIPIGON

5 Wadsworth Dr

PO Box 758

Nipigon P0T 2J0

General Inquiry (807)887-3829 (Wed & Thurs

9:00 am - 12:00 pm & 1:00 pm - 4:00 pm)

Fax (807)887-2993

TIMISKAMING DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL - HAILEYBURY

393 Main St

Haileybury P0J 1K0

General Inquiry (705)672-3395

Fax (705)672-3360

8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - KIRKLAND LAKE

140 Government Rd E

PO Box 730

Kirkland Lake P2N 3K1

General Inquiry (705)567-9381

Fax (705)567-9877

8:30 - 5:00

SUPERIOR COURT OF JUSTICE - KIRKLAND LAKE

140 Government Rd E

PO Box 730

Kirkland Lake P2N 3K1

General Inquiry (705)567-9381

Fax (705)567-9877

8:30 - 5:00 ☎

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - ENGLEHART

50 Third St

PO Box 147

Englehart P0J 1H0

General Inquiry (705)544-8177 (Tues 1:00

pm - 4:00 pm, Wed 1:15 pm - 4:00 pm) ☎

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - HAILEYBURY

Main St

PO Box 609

Haileybury P0J 1K0

General Inquiry (705)672-3321

Fax (705)672-3360

8:30 - 5:00 ☎

TORONTO REGION

COURT OF APPEAL FOR ONTARIO

Osgoode Hall

130 Queen St W

Toronto M5H 2N5

General Inquiry (416)327-5020

Fax (416)327-5032

8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL - COLLEGE PARK

2nd Flr, 444 Yonge St

Toronto M5B 2H4

General Inquiry (416)325-8950

Fax (416)325-8954

8:30 - 5:00 ☎

ONTARIO COURT OF JUSTICE, CRIMINAL - DOWNSVIEW

1000 Finch Ave W

Downsview M3J 2V5

General Inquiry (416)314-4208

(416)314-4222 (Crown Attorney's Office)

(416)314-4213 (Justices of the Peace)

Fax (416)314-4233 (Criminal Office)

8:30 - 5:00 ☎

ONTARIO COURT OF JUSTICE, CRIMINAL - ETOBICOKE

2201 Finch Ave W

Etoibcoke M8Z 5X6

General Inquiry (416)314-3962

(416)314-3975 (Judges' Secretaries)

(416)314-3973 (Justices of the Peace)

Fax (416)314-3982 (Criminal Office)

8:30 - 5:00 ☎

**ONTARIO COURT OF JUSTICE,
CRIMINAL - SCARBOROUGH**

1911 Eglinton Ave E


Scarborough M1L 4P4

General Inquiry (416)325-0982

(416)325-0354 (Justices of the Peace)

(416)325-0861 (Judges' Secretaries)

Fax (416)325-0960 (Criminal Office)

8:30 - 5:00 **ONTARIO COURT OF JUSTICE,
CRIMINAL - TORONTO**

Old City Hall

60 Queen St W

Toronto M5H 2M4

(416)327-6171 (Courtroom Clerks)

(416)327-5878 (Accounting & Enforcement)

(416)327-5614 (Court Support)

(416)327-6172 (Courtroom Clerks)

(416)326-6541 (Mental Health Court Program)

(416)327-5609 (Court Reporters)

(416)952-9189 (Federal Crowns' Office)

(416)327-5179 (Justices of the Peace)

(416)327-5959 (Victim Witness Assistance Program)

(416)327-5774 (Provincial Prosecutors' Office)

(416)327-6297 (Records Office)

(416)327-6064 (Provincial Crowns' Office)

(416)861-1900 (Native Court Worker)

(416)314-9701 (Probation & Parole)

(416)327-5907 (Judges' Secretaries)

(416)598-0200x4356 (Legal Aid Office)

Fax (416)327-5893 (Court Support)

Fax (416)326-6544 (Mental Health Court Program)

Fax (416)954-9042 (Federal Crowns' Office)


Fax (416)327-7630 (Victim Witness Assistance Program)

Fax (416)327-5787 (Provincial Prosecutors' Office)

Fax (416)327-6068 (Provincial Crowns' Office)

Fax (416)327-6222 (Court Reporters)

Fax (416)327-6813 (Courtroom Clerks)

8:30 - 5:00 **ONTARIO COURT OF JUSTICE, FAMILY -
NORTH YORK**


3rd Flr, 47 Sheppard Ave E

Toronto M2N 5N1

General Inquiry (416)326-3592

(416)326-7758 (Judges' Secretaries)

Fax (416)326-3569 (Family Office)

8:30 - 5:00 **ONTARIO COURT OF JUSTICE, FAMILY -
SCARBOROUGH**

1911 Eglinton Ave E


Scarborough M1L 2L6

General Inquiry (416)325-0976

(416)325-0861 (Judges' Secretaries)

(416)325-0354 (Justices of the Peace)

Fax (416)325-0960 (Family Office)

8:30 - 5:00 **ONTARIO COURTS OF JUSTICE,
FAMILY - TORONTO**

311 Jarvis St

Toronto M5B 2C4

General Inquiry (416)327-6857

(416)327-6987 (Mediation)

(416)327-6868 (Family Case Management)


(416)327-6891 (Judges' Secretaries)

(416)327-6879 (Youth Criminal Justice)

Fax (416)327-3634 (Youth Criminal Justice)

Fax (416)327-6980 (Family Case Management)

Fax (416)327-3634 (General Inquiry)

8:30 - 5:00 **PROVINCIAL PROSECUTORS OFFICE**


Old City Hall

60 Queen St W

Toronto M5H 2M4

General Inquiry (416)327-5774

Fax (416)327-5787


8:30 - 5:00 **SUPERIOR COURT OF JUSTICE -
ASSESSMENTS**

10th Flr, 393 University Ave

Toronto M5G 1E6

General Inquiry (416)327-5121

Fax (416)327-6228


8:30 - 5:00 **SUPERIOR COURT OF JUSTICE - CIVIL
INTAKE**

10th Flr, 393 University Ave

Toronto M5G 1E6

(416)327-0363 (Simplified Rules Prodedural Line)

(416)327-6186 (Case Management Procedural Line)

8:30 - 5:00 

**SUPERIOR COURT OF JUSTICE -
COMMERCIAL/BANKRUPTCY OFFICE**
10th Flr, 393 University Ave
Toronto M5G 1E6
(416)327-5044 (Bankruptcy Office)
(416)327-5043 (Commercial Office)
Fax (416)327-6228 (Bankruptcy &
Commercial Office)
8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE - COURT
INTERPRETERS/TRANSLATION**
Rm 512, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5014
Fax (416)327-6496
8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE - COURT
REPORTERS**
Rm 315, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5550
Fax (416)327-5886
8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE -
ENFORCEMENT OFFICE**
The Atrium
4th Flr, 40 Dundas St W
Toronto M5G 2G2
General Inquiry (416)327-5600
Fax (416)327-5498
8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE -
ESTATES**
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)326-2940
Fax (416)326-2939
8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE -
FINANCE**
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5922
General Inquiry (416)327-5575
Fax (416)327-5272
8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE -
HEARINGS UNIT**
Rm 168, 361 University Ave
Toronto M5G 1T3
(416)327-5121 (Hearings Assessments
Coordinator)
8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE -
JUDGES' ADMINISTRATION**
3rd Flr, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5284
Fax (416)327-5417
8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE -
JUDICIAL MOTIONS & SCHEDULING**
10th Flr, 393 University Ave
Toronto M5G 1E6
(416)327-5292 (Scheduling)
Fax (416)327-9470 (Scheduling)
Fax (416)327-5484 (Motions/Application
Confirmations)
8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE - JURY
OFFICE**
Rm 167, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5999
Fax (416)327-5885
8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE -
MANDATORY MEDIATION**
19th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-1361
Fax (416)314-1360
8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE -
MASTERS OFFICE**
6th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5482
Fax (416)326-5416 (Case Management
Masters)
Fax (416)327-5484
Fax (416)327-6405 (Masters)
8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE -
RECORDS OFFICE**

10th Flr, 393 University Ave
Toronto M5G 1E6
 General Inquiry (416)327-5516
 Fax (416)326-5409
 8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE -
TRANSITION UNIT**

19th Flr, 393 University Ave
Toronto M5G 1E6
 General Inquiry (416)327-3786
 Fax (416)327-4350
 8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE - WRITS
OFFICE**

The Atrium
 4th Flr, 40 Dundas St W
Toronto M5G 2G2
 General Inquiry (416)327-6860
 Fax (416)327-5885
 8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE,
CRIMINAL**

Rm 241, 361 University Ave
Toronto M5G 1T3
 General Inquiry (416)327-5917
 Fax (416)327-6496
 8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE,
CRIMINAL - COURT SUPPORT**

Rm 506, 361 University Ave
Toronto M5G 1T3
 General Inquiry (416)327-5558
 Fax (416)326-3021
 8:30 - 5:00 ♿

SUPERIOR COURT OF JUSTICE, FAMILY

10th Flr, 393 University Ave
Toronto M5G 1E6
 (416)327-5542 (Family Intake)
 (416)314-1996 (Family Law Information
 Centre)
 Fax (416)327-6137 (Family Intake)
 8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS**

3rd Flr, 47 Sheppard Ave E
Toronto M2N 5N1
 General Inquiry (416)326-3554
 Fax (416)325-8912
 8:30 - 5:00 ♿

WATERLOO

ONTARIO COURT OF JUSTICE,
 CRIMINAL, FAMILY - CAMBRIDGE
 89 Main St
Cambridge N1R 1W1
 General Inquiry (519)621-9220
 Fax (519)621-7824
 8:30 - 5:00 ♿

ONTARIO COURT OF JUSTICE,
 CRIMINAL, FAMILY - KITCHENER
 200 Frederick St
Kitchener N2H 6P1
 General Inquiry (519)741-3300
 Fax (519)741-3328 (Criminal)
 Fax (519)741-3399 (Family)
 8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE , SMALL
CLAIMS - CAMBRIDGE**

89 Main St
Cambridge N1R 1W1
 General Inquiry (519)621-9220
 (519)623-0170 (Small Claims Court)
 8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE -
KITCHENER**

20 Weber St E
Kitchener N2H 1C3
 General Inquiry (519)741-3200
 Fax (519)741-3278
 8:30 - 5:00 ♿

**SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - KITCHENER**

20 Weber St E
Kitchener N2H 1C3
 General Inquiry (519)741-3270
 Fax (519)741-3214
 8:30 - 5:00 ♿

WELLINGTON COUNTY

ONTARIO COURT OF JUSTICE,
 CRIMINAL - GUELPH
 36 Wyndham St S
Guelph N1H 7J5
 General Inquiry (519)836-2501
 Fax (519)837-6302
 8:30 - 5:00 ♿

ONTARIO COURT OF JUSTICE, FAMILY - GUELPH


74 Woolwich St

Guelph N1H 3T9

General Inquiry (519)824-4100

General Inquiry (519)822-7961 (Family)

Fax (519)824-5449

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - GUELPH

74 Woolwich St


Guelph N1H 3T9

General Inquiry (519)824-4100

(519)824-4430 (Enforcement Office)

(519)824-4169 (Small Claims)

Fax (519)824-5449

8:30 - 5:00 

YORK REGION


ONTARIO COURT OF JUSTICE, CRIMINAL - NEWMARKET

2nd Flr, 50 Eagle St W

Newmarket L3Y 6B1

General Inquiry (905)853-4801

Fax (905)853-4869

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL, DIVISIONAL, FAMILY, SMALL CLAIMS - NEWMARKET

2nd Flr, 50 Eagle St W

Newmarket L3Y 6B1

General Inquiry (905)853-4809

(905)853-4809 (Estates Office & Enforcement Office)

(905)853-4809x6219 (Finance Office)


(905)853-4809x6224 (Finance Office)

(905)853-4811 (Court Support Office)

Fax (905)853-4864 (Enforcement & Finance)

Fax (905)853-4809 (Estates)

Fax (905)853-4813 (Court Support)

8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - RICHMOND HILL

855 Major MacKenzie Dr E

Richmond Hill L4B 4C6

General Inquiry (905)737-4416

Fax (905)737-0199

8:30 - 5:00 

COURTS OF JUSTICE

COURT OF APPEAL FOR ONTARIO

Osgoode Hall

130 Queen St W

Toronto M5H 2N5

(416)327-5101 (Court of Appeal - Osgoode Hall, Judges' Reception)

(416)327-5020 (General Information)

Fax (416)327-6256 (Appeal Scheduling)

Fax (416)327-5032 (Information)

8:30 - 5:00

The **Court of Appeal** for Ontario is the highest appellate court in the province. It hears **criminal** and civil appeals and sits primarily in Toronto.

ONTARIO COURT OF JUSTICE

CHIEF JUSTICE OF THE ONTARIO COURT OF JUSTICE


Suite 2600, 1 Queen St E

PO Box 91

Toronto M5C 2W5

General Inquiry (416)327-5660

Fax (416)326-4787

8:30 - 4:45 

The Ontario **Court** of Justice has jurisdiction in **criminal** cases, certain aspects of Family Law, and matters involving Provincial **Offences**. In criminal cases, the Court renders the final disposition.

most matters under the **Criminal Code of Canada** and other federal statutes, including the Youth Criminal Justice Act. For information regarding **bail hearings** and bail release procedures, contact the appropriate court office; in Toronto, the number is (416) 327-5614. The Court also renders final disposition for offences under the provincial statutes and regulations of Ontario and **municipal** by-laws. For inquiries on payment of **fin**es other than parking fines, call the administrative office of the Ontario Court of Justice in Toronto at (416) 327-5675.

SUPERIOR COURT OF JUSTICE

CHIEF JUSTICE OF THE SUPERIOR COURT OF JUSTICE

Osgoode Hall
Rm 324, 130 Queen St W
Toronto M5H 2N5
General Inquiry (416)327-5000
(416)327-5284 (361 University Ave 6th Flr)
Fax (416)327-7211
Fax (416)326-2224 (361 University Ave 6th Flr)
8:30 - 5:00 ♿

The Superior **Court** of Justice has jurisdiction in both **criminal** and civil cases. The court hears proceedings pursuant to a variety of statutes, including the Family Law Act and Mental Incompetency Act. The **Enforcement** offices carry out orders of this court, arising out of civil proceedings. Responsibilities include summoning jurors for **jury** duty and enforcing **writs** of execution. The court handles contested **claims** against **estates**, will **trials** and applications to prove the validity and contents, estate and trust **audits**, interpretation and variations of **wills**/trusts and all proceedings relating to mental incompetency. **Certificates of Appointment** of an Estate Trustee with respect to the estates of persons who die are given by the court. The Small Claims Court provides a convenient way to settle disputes over goods and services for amounts not exceeding \$10,000.

CRIMINAL LAW DIVISION

6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2615
(416)326-4600 (10th Flr)
(416)326-2400 (9th Flr)
Fax (416)326-2063 (6th Flr)
Fax (416)326-4656 (10th Flr)
Fax (416)326-2423 (9th Flr) ♿

The **Criminal** Law Division provides legal representation for the Crown in right of Ontario in all criminal matters. It is responsible for the **prosecution** of criminal cases before all courts in the province and for the carriage of all criminal appeals in the Ontario Court of Appeal and the Supreme Court of Canada. The division supervises and coordinates the Crown Attorneys in the 49 **judicial** districts and the Crown Counsel in the Crown Law Office - Criminal.

DIRECTORS OF CROWN OPERATIONS

CENTRAL EAST REGION
Suite 201, 1091 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)836-5624
Fax (905)836-5620 ♿

DURHAM
Suite 300, 3000 Garden St
Whitby L1R 2G6
General Inquiry (905)430-4150
Fax (905)430-4151

MUSKOKA

Courthouse

2nd Flr, 3A Dominion St N

Bracebridge P1L 2G2

General Inquiry (705)645-2411

Fax (705)645-3422

NORTHUMBERLAND

Victoria Hall

55 King St W

Cobourg K9A 2M2

General Inquiry (905)372-8784

Fax (905)372-1040

PETERBOROUGH

Provincial Court Bldg

70 Simcoe St

Peterborough K9H 7G9

General Inquiry (705)876-3848

Fax (705)876-9862

SIMCOE

Courthouse

114 Worsley St

Barrie L4M 1M1

General Inquiry (705)739-6188

Fax (705)739-6551

VICTORIA AND HALIBURTON

440 Kent St W

Lindsay K9V 5P2

General Inquiry (705)324-1420

Fax (705)324-1421

YORK REGION

Courthouse

2nd Flr, 50 Eagle St W

Newmarket L3Y 6B1

General Inquiry (905)853-4800

Fax (905)853-4849

CENTRAL WEST REGION

Courthouse

Suite 400, 45 Main St E

Hamilton L8N 2B7

General Inquiry (905)645-5338

Fax (905)645-5376

BRANT

Courthouse

2nd Flr, 44 Queen St

Brantford N3T 3B4

General Inquiry (519)758-3480

Fax (519)758-3481

DUFFERIN

Courthouse

10 Louisa St

Orangeville L9W 3P9

General Inquiry (519)941-4471

Fax (519)941-2330

HALDIMAND

Courthouse

55 Munsee St N

PO Box 309

Cayuga N0A 1E0

General Inquiry (905)772-5043

Fax (905)772-3494

HALTON

Courthouse

2nd Flr, 491 Steeles Ave E

Milton L9T 1Y7

General Inquiry (905)878-7291

Fax (905)693-3036

HAMILTON-WENTWORTH

Courthouse

Suite 441, 45 Main St E

Hamilton L8N 2B7

General Inquiry (905)645-5262

Fax (905)645-5261

NIAGARA NORTH

Courthouse

3rd Flr, 59 Church St

PO Box 788

St Catharines L2R 7N8

General Inquiry (905)685-4293

Fax (905)685-5565

NIAGARA SOUTH

Courthouse

2nd Flr, 102 East Main St

Welland L3B 3W5

General Inquiry (905)732-1327

Fax (905)732-0223

NORFOLK

Justice Bldg

Level 4, 530 Queensway W

PO Box 605

Simcoe N3Y 4N4

General Inquiry (519)426-5920

Fax (519)426-6301

PEEL

Courthouse

Suite 506 & Suite 100, 7755 Hurontario St

Brampton L6W 4T6

General Inquiry (905)456-4777

Fax (905)456-4780

EAST REGION

Courthouse

Suite 3225, 161 Elgin St

Ottawa K2P 2K1

General Inquiry (613)239-1222

Fax (613)239-1420

FRONTENAC

County Courthouse

5 Court St

Kingston K7L 2N4

General Inquiry (613)548-6220

Fax (613)548-6692

HASTINGS

2nd Flr, 257 Pinnacle St

Belleville K8N 3B2

General Inquiry (613)962-0772

Fax (613)968-6095

LANARK

41 Drummond St E

Perth K7H 1G1

General Inquiry (613)264-1900

Fax (613)264-0856

LEEDS AND GRENVILLE

County Courthouse

550 King St W

Brockville K6V 5V5

General Inquiry (613)342-2034

Fax (613)345-2116

LENNOX AND ADDINGTON

County Memorial Bldg

Main Flr, 41 Dundas St W

Napanee K7R 1Z5

General Inquiry (613)354-2144

Fax (613)354-7189

OTTAWA

Courthouse

Suite 3045, 161 Elgin St

Ottawa K2P 2K1

General Inquiry (613)239-1200

Fax (613)239-1214

PRESCOTT AND RUSSELL

Courthouse

16 Court St

PO Box 299

L'Orignal K0B 1K0

General Inquiry (613)675-4460

Fax (613)675-1632

PRINCE EDWARD

Suite 201, 172 Main St

Picton K0K 2T0

General Inquiry (613)476-6267

Fax (613)476-8272

RENFREW COUNTY

Suite 200, 77 Mary St

Pembroke K8A 5V4

General Inquiry (613)732-2261

Fax (613)735-2843

STORMONT DUNDAS AND GLENGARRY

Courthouse

29 2nd St W

Cornwall K6J 1G3

General Inquiry (613)932-5903

Fax (613)936-2157

NORTH REGION

Suite 501, 159 Cedar St

Sudbury P3E 6A5

General Inquiry (705)564-7674

Fax (705)564-7664

ALGOMA

Courthouse

445 Albert St E

Sault Ste Marie P6A 2J9

General Inquiry (705)945-8001

Fax (705)942-6060

COCHRANE NORTH (KAPUSKASING)

Suite 32, 25 Brunetville Rd

Kapuskasing P5N 2E9

General Inquiry (705)335-6184

Fax (705)335-3585 (Kapuskasing Office)

COCHRANE SOUTH (TIMMINS)

289 Fifth Ave

Timmins P4N 5L5

General Inquiry (705)264-5234

Fax (705)268-7588

KENORA (DRYDEN)

Ontario Government Bldg

Main Flr, 479 Government Rd

PO Box 3000

Dryden P8N 3B3

General Inquiry (807)223-3351

Fax (807)223-5746

KENORA COURTHOUSE

Courthouse

Main Flr, 216 Water St

Kenora P9N 1S4

General Inquiry (807)468-2835

Fax (807)468-2840

MANITOULIN

Courthouse
27 Phipps St
Gore Bay P0P 1H0
General Inquiry (705)282-0194
Fax (705)282-0197

NIPISSING

Courthouse
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8313
Fax (705)495-8363

PARRY SOUND

Courthouse
89 James St
Parry Sound P2A 1T7
General Inquiry (705)746-2331
Fax (705)746-6361

RAINY RIVER

Courthouse
Main Flr, 333 Church St
Fort Frances P9A 1C9
General Inquiry (807)274-9825
Fax (807)274-2521

SUDBURY

Courthouse
155 Elm St
Sudbury P3C 1T9
General Inquiry (705)564-7698
Fax (705)564-7690

TEMISKAMING

Courthouse
393 Main St
PO Box 369
Haileybury P0J 1K0
General Inquiry (705)672-3308
Fax (705)672-5672


THUNDER BAY

Superior Court of Justice Courthouse
2nd Flr, 277 Camelot St
Thunder Bay P7A 4B3
General Inquiry (807)343-2720
Fax (807)343-2745

THUNDER BAY (ONTARIO COURT OF JUSTICE)

2nd Flr, 1825 East Arthur St
Thunder Bay P7E 5N7
General Inquiry (807)625-1620
Fax (807)625-1618

TORONTO REGION

6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4487
Fax (416)326-4488 

DOWNTOWN TORONTO

New Courthouse
Rm 101, 361 University Ave
Toronto M5G 1Y1
General Inquiry (416)327-5942
Fax (416)327-6056

ETOBICOKE

80 The East Mall
Etbicoke M8Z 5X6
General Inquiry (416)314-3936
Fax (416)314-3949


NORTH YORK

2nd Flr Suite 105, 1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-4222
Fax (416)314-4234

SCARBOROUGH

1911 Eglinton Ave E
Scarborough M1L 2L8
General Inquiry (416)325-0342
Fax (416)325-0353

WEST REGION

Suite 202, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)661-2883
Fax (519)661-2887 

BRUCE

Courthouse
1st Flr Rm 102, 215 Cayley St
Walkerton N0G 2V0
General Inquiry (519)881-0432

ELGIN

Courthouse
4 Wellington St
St Thomas N5R 2P2
General Inquiry (519)631-1506
Fax (519)633-9629

ESSEX

5th Flr, 200 Chatham St E
Windsor N9A 2W3
General Inquiry (519)253-1104
Fax (519)253-1813

GREY

Grey County Bldg
595 9th Ave E
Owen Sound N4K 3E3
General Inquiry (519)376-3199
Fax (519)376-5650

HURON

Courthouse
3rd Flr, 1 The Square
Goderich N7A 1M2
General Inquiry (519)524-9272
Fax (519)524-7574 (Bluewater Office
Equipment, 65 Hamilton St)

KENT

Courthouse
1st Flr, 21 Seventh St
Chatham N7M 4K1
General Inquiry (519)352-2141
Fax (519)354-1540

LAMBTON

Courthouse
1st Flr Suite 100, 700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-7596
Fax (519)336-4663

MIDDLESEX

Courthouse
Main Flr, 80 Dundas St E
London N6A 2P3
General Inquiry (519)660-3003
Fax (519)660-3087

OXFORD

Courthouse
Main Flr, 415 Hunter St
Woodstock N4S 4G6
General Inquiry (519)537-2611
Fax (519)539-1060

PERTH

County Courthouse
1 Huron St
Stratford N5A 5S4
General Inquiry (519)271-4020
Fax (519)273-6840


WATERLOO

Courthouse
4th Flr, 20 Weber St E
Kitchener N2H 1C3
General Inquiry (519)741-3222
Fax (519)570-0031

WELLINGTON


Courthouse
75 Woolwich St
Guelph N1H 3T9
General Inquiry (519)822-1031
Fax (519)837-6301

FAMILY JUSTICE SERVICES DIVISION

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2504
Fax (416)314-2500
8:30 - 5:00 


The Family Justice Services Division (FJSD) oversees the administration, coordination and delivery of the ministry's social justice programs across Ontario. Programs include the Office of the Public Guardian and Trustee, the Children's Lawyer, Supervised Access and **Bail** Verification. It also has responsibility for the ministry's relationship to Legal Aid Ontario.

CHILDREN'S LAWYER

14th Flr, 393 University Ave
Toronto M5G 1W9
General Inquiry (416)314-8000
Fax (416)314-8050
8:30 - 5:00 


The Office of the **Children's Lawyer** (formerly the Official **Guardian**) investigates, advocates, protects and represents the personal and property rights and obligations of persons under a **disability** at law, usually **minors**, in proceedings before the courts and tribunals of Ontario. The Children's Lawyer provides legal services primarily for children under various legislation, including section 112 and 89 Courts of Justice Act, the Rules of the Courts, the Child and Family Services Act and the Parens Patriae jurisdiction of the Superior Court of Justice.

LEGAL AID POLICY AND LIAISON

8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-1234
Fax (416)326-3214
8:30 - 5:00 


Legal Aid Policy and Liaison is the government link to Legal Aid Ontario, which delivers legal aid services to the public.

LEGAL AID ONTARIO

Suite 404, 375 University Ave
Toronto M5G 2G1
General Inquiry (416)979-1446
Toll Free 1-800-668-8258
Fax (416)979-8669
www.legalaid.on.ca
8:30 - 5:00 

Legal Aid Ontario is an operational service agency responsible for the delivery of legal aid services in Ontario.

PROGRAM SUPPORT


8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2506
Fax (416)314-2500
8:30 - 5:00 

The unit supports the Assistant Deputy Attorney General and provides advice to all programs within the Family Justice Services Division. It coordinates the business planning exercise, develops the operational plan, monitors performance measures, tracks spending and provides corporate reports for the Family Justice Services Division.

Services offered to the Public:


Supervised Access Program

PUBLIC GUARDIAN AND TRUSTEE

Atrium on Bay
 8th Flr Suite 800, 595 Bay St
 Toronto M5G 2M6
 General Inquiry (416)314-2800
 TTY (416)314-2687
 Toll Free 1-800-366-0335
 Fax (416)326-1366 (Executive)
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
 8:30 - 5:00 


The office of the Public **Guardian** and Trustee operates out of six offices located throughout the province to provide a variety of services, including: managing the financial and/or personal affairs of mentally incapable individuals pursuant to the Substitute Decisions Act where no one else is able to do so; making medical treatment decisions for mentally incapable people where no one else is able to do so; administering the estates of persons, who die without a will and without any family in Ontario; dealing with property owned by a dissolved Ontario corporation; investigating allegations of serious harm against vulnerable adults; as the Accountant of the Superior Court of Justice, retaining all money, mortgages and securities paid into or lodged with the Court on behalf of minors and litigants; protecting the public interest in charitable property.

CAPACITY ASSESSMENT OFFICE

Atrium on Bay
 8th Flr, 595 Bay St
 Toronto M5G 2M6
 General Inquiry (416)327-6766
 Fax (416)327-6724
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
 8:30 - 5:00 


The Capacity **Assessment** Office maintains a list of people qualified to conduct assessments of capacity in Ontario under the Substitute Decisions Act; administers a **financial assistance** program for people who require assistance in paying for an assessment; and provides training and information to assessors in Ontario.

CLIENT SERVICES DEPARTMENT

Atrium on Bay
 8th Flr Suite 800, 595 Bay St
 Toronto M5G 2M6
 General Inquiry (416)314-2800
 Toll Free 1-800-366-0335
 Fax (416)314-2619
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
 8:30 - 5:00 


The Client Services Department provides intake for all Office of the Public **Guardian** and Trustee (OPGT) guardianship matters; investigates allegations of serious harm to mentally incapable adults; provides property and personal care guardianship services and associated asset administration; makes decisions about treatment and long-term admission under the Health Care Consent Act.

ESTATES ADMINISTRATION UNIT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-366-0335
Fax (416)314-2781
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 5:00 


Estates Administration Unit administers estates of persons who die **intestate** and without known heirs in the province, and the assets of dissolved **corporations**.

INVESTIGATIONS

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-6348
Toll Free 1-800-366-0335
Fax (416)314-2642 (Intake/Investigations)
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 4:30 


The Investigation Unit investigates allegations under the Substitute Decisions Act that someone may be incapable of managing their property and/or personal care, and as such may be at risk of suffering serious adverse effects. The Investigation Unit also gathers information about OPGT clients and potential estate trustee clients.

TREATMENT DECISIONS UNIT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2788
Toll Free 1-800-387-2127
Fax (416)314-2637
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:00 - 6:00 


The Treatment Decisions Unit makes decisions about treatment and long-term care admissions under the Health Care Consent Act. It handles personal **guardianship** cases under the Substitute Decisions Act. Most of these services are also provided at the regional offices across Ontario as noted above.

INTAKE UNIT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-6683
Toll Free 1-800-366-0335
Fax (416)314-2642
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 4:30 


The Intake Unit opens all OPGT client files under the Mental Health Act and Substitute Decisions Act. It maintains a registry of guardians.

PROPERTY GUARDIANSHIP SERVICES DEPARTMENT


Atrium on Bay
 8th Flr Suite 800, 595 Bay St
 Toronto M5G 2M6
 General Inquiry (416)314-2800
 Toll Free 1-800-366-0335
 Fax (416)314-2648
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
 8:30 - 5:00 

Property **Guardianship** Services Department delivers **financial** guardianship services to the Office of the Public Guardian and Trustee's mentally incapable clients in accordance with the Substitute Decisions Act, 1992. Services are provided at the field offices.


HAMILTON OFFICE

9th Flr, 119 King St W
Hamilton L8P 4Y7
 General Inquiry (905)546-8300
 Toll Free 1-800-891-0502
 Fax (905)546-8301
 8:30 - 5:00 


LONDON OFFICE

3rd Flr, 401 Clarence St
London N6A 3M6
 General Inquiry (519)660-3140
 Toll Free 1-800-891-0504
 Fax (519)660-3148
 8:30 - 5:00 


OTTAWA OFFICE

3rd Flr, 244 Rideau St
Ottawa K1N 5Y3
 General Inquiry (613)241-1202
 Toll Free 1-800-891-0506
 Fax (613)241-1567
 8:30 - 5:00 


SUDBURY OFFICE

Suite 602, 199 Larch St
Sudbury P3E 5P9
 General Inquiry (705)564-3185
 Toll Free 1-800-891-0503
 Fax (705)564-3193
 8:30 - 5:00 


THUNDER BAY

Suite 101, 189 Red River Rd
Thunder Bay P7B 1A2
 General Inquiry (807)343-7230
 Toll Free 1-800-891-0503
 Fax (807)343-7223
 8:30 - 5:00 

TORONTO OFFICE


Atrium on Bay
 8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
 General Inquiry (416)314-2800
 Toll Free 1-800-366-0335
 Fax (416)314-2619 (Client Services)
 Fax (416)314-2231 (Client Services)
 8:30 - 5:00 

ACCOUNTANT OF THE SUPERIOR COURT OF JUSTICE

Atrium on Bay
 8th Flr, 595 Bay St
 Toronto M5G 2M6
 General Inquiry (416)314-8692
 Fax (416)314-2481
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
 8:30 - 5:00 


The Accountant of the Superior **Court** of Justice is responsible for funds, mortgages and securities that are paid into court pursuant to judgements and orders of the court under various statutes on behalf of **minors** and litigants.

LEGAL SERVICES - CHARITABLE PROPERTY

Atrium on Bay
8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)326-1963
Fax (416)326-1969 (Charities)
8:30 - 5:00 


Legal Services - **Charitable** Property unit monitors the use of charitable property in Ontario and inquires into **complaints** about its misuse.

INTEGRATED JUSTICE INFORMATION TECHNOLOGY DIVISION

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6950
Fax (416)326-1104
9:00 - 5:00 


The Integrated Justice Information Technology Division is responsible for Information Technology (IT) services and support to the Justice Enterprises - Ministry of the Attorney General and Ministry of Public Safety and Security and their external Justice partners - that enables transformation into a modern, effective and efficient justice system. Please refer to the Ministry of Public Safety and Security section for a complete division listing.

LEGAL SERVICES DIVISION

6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-0891
Fax (416)326-6996
8:30 - 5:00 


The Legal Services Division is responsible for the provision of legal advice to Ontario Government ministries and certain agencies, boards and commissions. The Division contains diverse practice groups. The largest - Seconded Legal Services (SLS) - is comprised of 22 legal branches in ministries across the Government. The remainder of the Division is made up of centralized offices including Crown Law Office - Civil and the Constitutional Law Branch, as well as the Civil Remedies for Illicit Activities Office and the Legal Services Program Support Branch which includes the Dispute Resolution Office (DRO). The DRO serves as a central government resource on dispute resolution programs and policies.

CIVIL REMEDIES FOR ILLICIT ACTIVITIES OFFICE

LuCliff Bldg
17th Flr Suite 1701, 700 Bay St
PO Box 175
Toronto M5G 1Z6
General Inquiry (416)212-0556
Fax (416)314-3714
9:00 - 5:00 


Civil Remedies for Illicit Activities Office is responsible for the **enforcement** of civil remedies to address unlawful activities.

CONSTITUTIONAL LAW BRANCH

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4460
Fax (416)326-4015
8:30 - 5:00 


The Constitutional Law Branch bears primary responsibility for advising the government on constitutional matters and conducting constitutional **litigation** on behalf of the government. Constitutional issues arise across the full range of matters in which the government is involved. They include the protections found under the Canadian Charter of Rights and Freedoms such as freedom of religion, expression, association and assembly, rights relating to equality, democratic elections, mobility of persons, the use of official languages in federal institutions and in education, as well as the rights held by an individual when faced with government or police investigation and prosecution. Constitutional issues also include disputes respecting the division of powers between the federal Parliament and provincial legislatures and the protection of **aboriginal** and treaty rights.

CROWN LAW OFFICE - CIVIL

8th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4008
Fax (416)326-4181
8:30 - 5:00 


Crown Law Office - Civil is divided into the advisory services group and the **litigation** services group. The members of the advisory services group act as solicitors for the Ministry of the Attorney General and also provide legal advice to other ministries and agencies on a broad spectrum of legal issues with government-wide significance. Counsel in the litigation services group provide legal representation of the Crown, its ministries, agencies, boards and commissions in a wide variety of matters involving issues of public importance in all levels of courts.

LEGAL SERVICES PROGRAM SUPPORT BRANCH

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4207
Fax (416)314-7926
9:00 - 5:00 

The Legal Services Program Support provides strategic support to the legal services branches in various ministries and a number of agencies, in the areas of workforce planning, business and financial planning, MIS, training and development, client service, and advice and coordination of cross-ministry legal issues.


DISPUTE RESOLUTION OFFICE

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4178
Fax (416)314-7926
9:00 - 5:00 

The Dispute Resolution Office (DRO) promotes the expanded use and development of Dispute Resolution (DR) practices across government. The DRO serves as a central government resource and provides advice on DR programs, policies, and legislation to all ministries as well as agencies, boards and commissions. The DRO also provides training in dispute resolution and team building.

and offers **mediation** services as well as other forms of conflict resolution practices to address conflicts within the Ontario Public Service.

LAW LIBRARY


Main Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4566
Fax (416)326-4562
9:00 - 5:00 

Legal Services Program Support Law Library provides circulation, reference and inter-library loan services to ministry employees and maintains a collection of legal texts, journals, reporters and legislation to support the information needs of the ministry.

SECONDED LEGAL SERVICES BRANCHES

Seconded Legal Services Branches provide in-house legal advice and services to Ontario Government ministries and certain agencies, boards and commissions. There are 22 legal branches located on-site with individual client ministries, with additional offices at some agencies, boards and commissions. The branches provide solicitor and counsel work in support of the very broad and varied range of programs and services provided by the Government.

WALKERTON LEGAL PROJECTS

Suite 301, 700 Bay St
PO Box 222
Toronto M5G 1Z6
General Inquiry (416)326-6689
Fax (416)212-0696
9:00 - 5:00 


Legal Services Division's role for the Ministry is to coordinate representation for the Government in its response to the tragic situation in Walkerton. The Division's duties include: coordinating all interministerial activity for the involved ministries and agencies (including the Document Management System), organizing the Government's **Compensation** Plan and coordinating representation for the Crown at the Inquiry and in litigation.

LEGISLATIVE COUNSEL

Whitney Block
Suite 3600, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)326-2841
Fax (416)326-2806
8:00 - 5:00


The **Legislative** Counsel office provides legislative services to Ministers of the Crown, Members of the Legislature, government and agencies, and applicants for private **bills**. It also provides drafting services for bills and **regulations**, preparation of annual statute books, filing and publication of Ontario regulations, and the **translation** and publication of regulations in **French**.

SPECIAL INVESTIGATIONS UNIT

5090 Commerce Blvd
Mississauga L4W 5M4
General Inquiry (416)622-0748
Toll Free 1-800-787-8529
Fax (416)622-2455
www.siu.on.ca
9:00 - 5:00 


The Special **Investigations** Unit is a civilian agency that investigates circumstances involving **police** and civilians which have resulted in serious injury, sexual **assault** or death. Under Part VII, Section 113 of the Police Services Act, the Director of the SIU has the sole authority to decide whether or not charges are warranted based on the findings of a complete investigation. The Director's decisions are reported to the Attorney General.

VICTIM SERVICES DIVISION

7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)325-3265
Fax (416)326-3205
8:30 - 5:30 


The **Victim** Services Division (VSD) is responsible for the integrated planning, management and delivery of services for victims of crime across the province. The Division provides information and assistance to victims and **witnesses** of crime involved in the criminal court process. VSD also funds community-based services, including: crisis assistance and referral services, sexual **assault** centers, programs to counsel individuals who have assaulted their partners and safety planning for persons at risk of **violence**. It also has responsibility for the ministry's relationship with the Criminal Injuries Compensation Board and the Office for Victims of Crime.

BUSINESS SUPPORT

7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)325-3265
Fax (416)212-1091
8:30 - 5:30 


The Business Support Branch is responsible for the business and fiscal planning, human resources and technology coordination for the Division

DOMESTIC VIOLENCE WORK TEAM

7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)325-3265
Fax (416)212-1091
8:30 - 5:30 

The Domestic **Violence** Work Team is responsible for coordinating the implementation of the Domestic Violence Court program across the province as well as domestic violence initiatives arising from the jury recommendations in the Hadley Coroner's Inquest.

OPERATIONS BRANCH

7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)326-2477
Fax (416)212-1091
8:30 - 5:30 


The Operations Branch is responsible for managing and coordinating the delivery of services for victims of crime across the province.

PROGRAM AND POLICY BRANCH


7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)325-3265
Fax (416)212-1091
8:30 - 5:30

The Program and Policy Branch is responsible for new program development as well as best practices and performance measures.


CENTRAL REGION VSD OFFICE

17070 Yonge St
Newmarket L3Y 6W4
General Inquiry (905)853-4852
Fax (905)853-4863 


BARRIE VWAP

114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6560
Fax (705)739-6603
8:30 - 5:00 


NEWMARKET VWAP

50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4818
Fax (905)853-4883
8:30 - 5:00 


PETERBOROUGH VWAP

311 George St N
Peterborough K9J 3H3
General Inquiry (705)755-5150
Fax (705)755-5155 


WHITBY VWAP

Suite 212, 3000 Garden St
Whitby L1R 2G6
General Inquiry (905)430-4170
Fax (905)430-4161
8:30 - 5:00 

CENTRAL WEST REGION VSD OFFICE

4th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7590
Fax (905)521-7450
8:30 - 5:00 


BRAMPTON VWAP

5th Flr Suite 100, 7755 Hurontario St
Brampton L6W 4T6
General Inquiry (905)456-4797
Fax (905)456-4796
8:30 - 5:00 


ORANGEVILLE VWAP

10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-7132
Fax (519)941-9908
8:30 - 5:00

HAMILTON VWAP

Suite 478, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5272
Fax (905)645-5271
8:30 - 5:00 

KITCHENER VWAP

Suite 3033, 200 Frederick St
Kitchener N2H 6P1
General Inquiry (519)741-3351
Fax (519)741-3347
8:30 - 5:00 


MILTON VWAP

Rm 235, 491 Steeles Ave E

Milton L9T 1Y7

General Inquiry (905)878-6292

Fax (905)693-4203


8:30 - 5:00 **ST. CATHARINES VWAP**

Rm 1020, 59 Church St

St Catharines L2R 7N8

General Inquiry (905)685-2671

Fax (905)685-2673


8:30 - 5:00 **EAST REGION VSD OFFICE**

14th Flr, 150 Metcalfe St

Ottawa K2P 1P1

General Inquiry (613)239-0392

Fax (613)239-0691

8:30 - 5:00 **KINGSTON VSD OFFICE**

14 Gable Lane

Kingston K7M 9A7

General Inquiry (613)548-3370

Fax (613)547-0021


VWAP OFFICES**BELLEVILLE VWAP**

2nd Flr, 15 Victoria St

Belleville K8N 1Z5

General Inquiry (613)962-3005

Fax (613)962-3225

8:30 - 5:00 **BROCKVILLE VWAP**

550 King St W

Brockville K6V 3T2

General Inquiry (613)342-2596

Fax (613)342-7039

8:30 - 5:00


CORNWALL VWAP

216 - 218 Pitt St

Cornwall K6J 3P8

General Inquiry (613)933-7744

Fax (613)933-6778


8:30 - 5:00 **KINGSTON VWAP**

2nd Flr, 279 Wellington St

Kingston K7K 6E1

General Inquiry (613)548-6213

Fax (613)548-6207


8:30 - 5:00 **L'ORIGINAL VWAP**

14 Court St

L'Original K0B 1K0

General Inquiry (613)675-1991

Fax (613)675-2772


8:30 - 5:00 **OTTAWA VWAP**

Rm 1004, 161 Elgin St

Ottawa K2P 2K1

General Inquiry (613)239-1229

Fax (613)239-1473


8:30 - 5:00 **PEMBROKE VWAP**

Suite 302, 77 Mary St

Pembroke K8A 5V4

General Inquiry (613)732-2035

Fax (613)732-1491

8:30 - 5:00 **PERTH VWAP**


43 Drummond St E

PO Box 1400

Perth K7H 1G1

General Inquiry (613)264-8387

Fax (613)264-9014

8:30 - 5:00 **NORTH REGION VSD OFFICE**


Claridge Ctr

2nd Flr Suite 206, 144 Pine St

Sudbury P3C 1X3

General Inquiry (705)564-7370

Fax (705)564-7268

8:30 - 5:00 **SIOUX LOOKOUT VSD OFFICE**


62 Queen St

PO Box 394

Sioux Lookout P8T 1A5

General Inquiry (807)737-7243

Fax (807)737-3379


8:30 - 5:00 **THUNDER BAY VSD OFFICE**

Suite 200, 189 Red River Rd

Thunder Bay P7B 1A2

General Inquiry (807)343-7685

Fax (807)345-0107

8:30 - 5:00 

VWAP OFFICES**DRYDEN VWAP**

479 Government Rd

PO Box 3000

Dryden P8N 3B3

General Inquiry (807)223-7310

Fax (807)223-7332

8:30 - 5:00 ♿

GORE BAY VWAP

27 Phipps St

Gore Bay P0P 1H0

General Inquiry (705)282-1923

Fax (705)282-1922

8:30 - 5:00

KENORA VWAP

216 Water St

Kenora P9N 1S4

General Inquiry (807)468-2839

Fax (807)468-2888

8:30 - 5:00 ♿

NORTH BAY VWAP

360 Plouffe St

North Bay P1B 9L5

General Inquiry (705)495-8339

Fax (705)495-8336

8:30 - 5:00 ♿

SAULT STE MARIE VWAP

Suite 204, 123 March St

Sault Ste Marie P6A 2Z5

General Inquiry (705)946-6567

Fax (705)946-6566

8:30 - 5:00

SUDBURY VWAP

155 Elm St W

Sudbury P3C 1T9

General Inquiry (705)564-7694

Fax (705)564-7695

8:30 - 5:00 ♿

THUNDER BAY VWAP

2nd Flr, 1805 East Arthur St

Thunder Bay P7E 5N7

General Inquiry (807)625-1627

Fax (807)622-1826

8:30 - 5:00 ♿

TORONTO REGION VSD OFFICE

7th Flr, 18 King St E

Toronto M5C 1C4

General Inquiry (416)212-1310

Fax (416)212-1311

8:30 - 5:00 ♿

TORONTO - 311 JARVIS VWAP

311 Jarvis St

Toronto M5B 2C4

General Inquiry (416)212-1452

Fax (416)212-1453

8:30 - 5:00 ♿

TORONTO - 361 UNIVERSITY VWAP

Rm 170, 361 University Ave

Toronto M5G 5X6

General Inquiry (416)327-5946

Fax (416)327-6373

8:30 - 5:00 ♿

TORONTO - COLLEGE PARK VWAP

Rm 281, 444 Yonge St

Toronto M5B 2H4

General Inquiry (416)325-6117

Fax (416)325-7384

8:30 - 5:00 ♿

TORONTO - ETOBICOKE VWAP

80 The East Mall

Etobicoke M8Z 5X6

General Inquiry (416)314-3944

Fax (416)314-3974

8:30 - 5:00 ♿

TORONTO - NORTH YORK VWAP

1000 Finch Ave W

Downsview M3J 2V5

General Inquiry (416)314-0009

Fax (416)314-0573

8:30 - 5:00 ♿

TORONTO - OLD CITY HALL VWAP

Rm 370, 60 Queen St W

Toronto M5H 2M4

General Inquiry (416)327-5959

Fax (416)327-7630

8:30 - 5:00 ♿

TORONTO - SCARBOROUGH VWAP

1911 Eglinton Ave E

Scarborough M1L 2L8

General Inquiry (416)325-0351

Fax (416)325-8564

8:30 - 5:00 ♿

WEST REGION VSD OFFICE

900 Highbury Ave

London N5Y 1A4

General Inquiry (519)453-8973

Fax (519)453-4566

8:30 - 5:00 ♿


LONDON VWAP

Ground Flr Unit B, 80 Dundas St

London N6A 6A2

General Inquiry (519)660-3041

Fax (519)660-2299

8:30 - 5:00 **OWEN SOUND VWAP**


Suite 109, 1101 2nd Ave E

Owen Sound N4K 2J1

General Inquiry (519)376-8927

Toll Free 1-888-577-3111

Fax (519)376-0865


8:30 - 5:00 **SARNIA VWAP**

700 Christina St N

Sarnia N7S 3C2

General Inquiry (519)337-1766

Fax (519)337-3620

8:30 - 5:00 **WALKERTON VWAP**


2nd Flr, 215 Cayley St

PO Box 1529

Walkerton N0G 2V0

General Inquiry (519)881-3882

Fax (519)881-1597


8:30 - 5:00 **WINDSOR VWAP**

Level 5, 200 Chatham St E

Windsor N9A 2W3

General Inquiry (519)253-2897

Fax (519)254-2816

8:30 - 5:00 **AGENCIES, BOARDS AND COMMISSIONS****CRIMINAL INJURIES COMPENSATION BOARD**


4th Flr, 439 University Ave

Toronto M5G 1Y8

General Inquiry (416)326-2900

Toll Free 1-800-372-7463

Fax (416)326-2883

8:30 - 5:00 

The **Criminal Injuries Compensation** Board provides compensation to eligible applicants when a person is injured or killed in Ontario as the result of an act of criminal **violence**.


Services offered to the Public:*Criminal Injuries Compensation Board***JUDICIAL APPOINTMENTS ADVISORY COMMITTEE**

3rd Flr, 720 Bay St

Toronto M5G 2K1


General Inquiry (416)326-4060

Fax (416)326-4065

8:30 - 4:15 


The **Judicial Appointments** Advisory Committee was established under the Courts of Justice Act as an independent body to recommend candidates to the Attorney General for judicial appointments to the Ontario Court of Justice Bench. There are 13 members on the Committee, 3 representing the Judiciary, 3 representing the legal community and 7 lay members are appointed by the Attorney General. The Judicial Appointments Advisory Committee is required to provide the Legislature with an annual report

OFFICE FOR VICTIMS OF CRIME

3rd Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)326-1682
Toll Free 1-877-435-7661
Fax (416)326-4497
8:30 - 5:00 

The Office for **Victims** of Crime is an advisory agency which provides advice to government on legislation, policy and practices relevant to victims of crime.

ONTARIO LOTTERY AND GAMING CORPORATION

Suite 420, 4120 Yonge St
Toronto M2P 2B8
General Inquiry (416)224-1772
(705)946-6464 (Sault Ste Marie)
Toll Free 1-800-387-0098 (Consumer Inquiries)
TTY Toll Free 1-800-563-5357
Fax (705)946-6600 (Sault Ste Marie)
Fax (416)224-7000
www.olgc.ca 

The purpose of the Ontario **Lottery** and **Gaming** Corporation (OLGC) is to deliver gaming entertainment to maximize economic benefits for Ontarians in an efficient and socially responsible manner. The OLGC reports to the Attorney General. As a Crown corporation, the OLGC is responsible for province-wide lottery games; charity and **aboriginal casinos**; slot machine facilities at racetracks; and commercial casinos.


ACTS

Absconding Debtors Act
Absentees Act
Accumulations Act
Administration of Justice Act
Age of Majority and Accountability Act
Aliens' Real Property Act
Anglican Church of Canada Act, 1979
Arbitrations Act, 1991
Architects Act
Assessment Review Board Act
Bail Act
Barristers Act
Blind Persons' Rights Act
Bulk Sales Act
Business Records Protection Act
Charitable Gifts Act
Charities Accounting Act
Children's Law Reform Act
Class Proceedings Act, 1992
Commercial Tenancies Act
Commissioners for Taking Affidavits Act
Compensation for Victims of Crime Act
Construction Lien Act
Conveyancing and Law of Property Act
Costs of Distress Act

Courts of Justice Act
Creditors' Relief Act
Crown Administration of Estates Act
Crown Agency Act
Crown Attorneys Act
Crown Witnesses Act
Disorderly Houses Act
Dog Owners' Liability Act
Domestic Violence Protection Act, 2000
Dower and Miscellaneous Abolition Act, 1980
Electronic Commerce Act, 2000
Employers and Employees Act
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986
Escheats Act
Estates Act
Estates Administration Act
Evidence Act
Execution Act
Expropriations Act
Family Law Act
Family Responsibility and Support Arrears Enforcement Act, 1996
Fines and Forfeitures Act
Fraudulent Conveyances Act
Frustrated Contracts Act
Habeas Corpus Act
Hospitals and Charitable Institutions Inquiries Act
Hotel Registration of Guests Act
Innkeepers Act
International Commercial Arbitration Act
International Sale of Goods Act
Interpretation Act
Interprovincial Summonses Act
Judicial Review Procedure Act
Juries Act
Justices of the Peace Act
Law Society Act
Legal Aid Services Act, 1998
Libel and Slander Act
Limitations Act
Limitations Act, 2002
Mercantile Law Amendment Act
Ministry of the Attorney General Act
Mortgages Act
Negligence Act
Notaries Act
Occupiers' Liability Act
Ontario Law Reform Commission Act
Ontario Lottery and Gaming Corporation Act, 1999
Parental Responsibility Act, 2000
Partition Act
Pawnbrokers Act
Perpetuities Act
Powers of Attorney Act
Proceedings Against the Crown Act
Professional Engineers Act

Property and Civil Rights Act
Provincial Offences Act
Public Accountancy Act
Public Authorities Protection Act
Public Guardian & Trustee Act
Public Inquiries Act
Public Officers Act
Reciprocal Enforcement of Judgments (U.K.) Act
Reciprocal Enforcement of Judgments Act
Reciprocal Enforcement of Support Orders Act
Regulations Act
Regulations Revision Act, 1989
Religious Freedom Act
Religious Organizations' Lands Act
Remedies for Organized Crime and Other Unlawful Activities Act, 2001
Revised Statutes Confirmation and Corrections Act, 1993
Safe Streets Act 1999
Sale of Goods Act
Settled Estates Act
Short Forms of Leases Act
Solicitors Act
Statute of Frauds
Statutes Act
Statutes Revision Act, 1989
Statutory Powers Procedure Act
Substitute Decisions Act, 1992
Succession Law Reform Act
Ticket Speculation Act
Time Act
Transboundary Pollution Reciprocal Access Act
Trespass to Property Act
Trustee Act
Unconscionable Transactions Relief Act
University Expropriation Powers Act
Variation of Trusts Act
Vendors and Purchasers Act
Victims' Bill of Rights, 1995
Victims' Right to Proceeds of Crime Act, 1994
Wages Act
Warehouse Receipts Act


MINISTRY OF CITIZENSHIP

6th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)327-2422
TTY (416)326-0148 (TTY/TDD)
Toll Free 1-800-267-7329
TTY Toll Free 1-888-335-6611
www.gov.on.ca/MCZCR 

The Ministry of Citizenship is committed to supporting the diversity of Ontario's citizens through policies, standards and programs relating to human rights protection, newcomer settlement, accessibility for people with disabilities, voluntarism, and recognition of the accomplishments of outstanding Ontarians through honours and awards ceremonies. Through the Ontario Seniors' Secretariat, the ministry promotes the recognition of the needs and concerns of Ontario's seniors, and develops policies and programs to ensure they can live free from harm and with dignity. Through the Ontario Women's Directorate, the ministry supports opportunities that help women achieve economic self-sufficiency and collaborates with cross-ministry and private sector partners to develop strategies to prevent violence against women and children.


DEPUTY MINISTER'S OFFICE

CITIZENSHIP DIVISION

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)326-0148
Fax (416)314-7599
8:00 - 5:00 

The Citizenship Division is responsible for policies, **standards** and programs related to the protection of human rights, elimination of discrimination and the removal of barriers to opportunities for all Ontarians. In this regard the programs work with persons with disabilities, business, government, the broader public sector and service providers and others to implement Ontario's Framework for Change for Persons with Disabilities. The division helps immigrants to be self-sufficient and full participants in Ontario's communities and enables Ontarians to strengthen their communities through voluntary action. The division is comprised of the Office of the Assistant Deputy Minister, the Ontario Honours and Awards Unit, the Citizenship Development Branch and the Accessibility Directorate of Ontario.


ACCESSIBILITY DIRECTORATE OF ONTARIO

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)326-0207
TTY (416)326-0148 (TTY/TDD)
Fax (416)314-7307
8:00 - 5:00 

The Accessibility Directorate of Ontario was established on Feb 7, 2002 under the Ontarians with **Disabilities** Act. The directorate provides information on ODA 2001 and other non-legislative accessibility initiatives. The directorate assists municipalities, the Ontario Public Service, school boards, public transportation providers, hospitals, colleges and universities with accessibility planning. It also works with standard-setting organizations, the disability community and the private sector to continually remove barriers; consults with the disability community; provides


information and advice to the government on disability-related issues; and helps to develop sectoral **standards** and codes.

ACCESSIBILITY ADVISORY COUNCIL OF ONTARIO

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7545
TTY (416)212-4715
Toll Free 1-877-877-0109
TTY Toll Free 1-877-877-0126
Fax (416)314-7467
8:30 - 5:00 


The Accessibility Advisory Council of Ontario brings together individuals - including persons with **disabilities** - who have the expertise, experience and knowledge to provide strategic advice. At the direction of the Minister, the Council oversees the implementation of their legislation, and is charged with the responsibility of monitoring and advancing the vision, independence and opportunities for persons with disabilities.

POLICY AND ACCESSIBILITY PLANNING

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)326-0207
TTY (416)326-0148
Fax (416)327-4080
8:30 - 5:00 


The Policy and Accessibility Planning unit focuses on providing on-going support to the government and the minister on **disability** issues. The unit develops tools to assist organizations to meet their obligations under the ODA (Ontarians with Disability Act, 2001).

PUBLIC EDUCATION AND PARTNERSHIPS

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)326-0207
TTY (416)326-0148
Fax (416)326-9725
www.equalopportunity.on.ca
8:30 - 5:00 

The **Public Education** and Partnerships unit delivers public education, partnership initiatives and development of tools and resources to promote accessibility and equal opportunity in business and services through the Paths to Equal Opportunity Web site, partnership projects and **grants**.

CITIZENSHIP DEVELOPMENT BRANCH

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)326-0148
Fax (416)314-7307
8:00 - 5:00 


The **Citizenship** Development Branch is responsible for policy and program development in the areas of immigration and settlement. The branch is also responsible for coordinating the

implementation of programs to support the voluntary sector under the Volunteer Linkages Initiative.

HUMAN RIGHTS TEAM

3rd Flr, 400 University Ave

Toronto M7A 2R9

General Inquiry (416)314-7295 


The Human Rights Team is responsible for providing advice on human rights, including liaising with the Ontario Human Rights Commission and the Human Rights Tribunal of Ontario. The unit also works with other ministries to achieve government objectives regarding human rights.

IMMIGRATION AND SETTLEMENT

3rd Flr, 400 University Ave

Toronto M7A 2R9

General Inquiry (416)314-7541

Fax (416)326-0295 

The Immigration and Settlement Unit provides policy research, development, analysis and advice in the area of immigration and settlement. It also develops strategies for more effective **community**-based settlement services for **immigrants** and refugees. It works with other ministries and the federal government to resolve issues in Ontario and implements a Newcomer Settlement Program for community-based settlement service delivery.

Services offered to the Public:

Cultural Interpreter Services and Training Program


Newcomer Settlement Program Grants

VOLUNTEERISM INITIATIVES UNIT

2nd Flr, 400 University Ave

Toronto M7A 2R9

General Inquiry (416)325-6853

Fax (416)314-7180 

The **Volunteerism** Initiatives Unit coordinates the government's program to strengthen volunteerism in Ontario. It builds voluntary sector, private sector and government partnerships and facilitates initiatives to recognize, encourage and support voluntary action.

ONTARIO HONOURS AND AWARDS UNIT


2nd Flr, 400 University Ave

Toronto M7A 2R9

General Inquiry (416)314-7526


Fax (416)314-6050

Fax (416)314-7743

9:00 - 5:00 


Ontario Honours and **Awards** Unit is a corporate resource responsible for the delivery of 15 diverse award programs including Orders, Medals and Decorations as well as special commemorative functions. From highly prescribed, formal award presentations steeped in protocol in the Legislative Assembly to **community**-based ceremonies across the province, Ontario Honours and Awards serves to recognize and to promote **volunteerism** and the superlative accomplishments of outstanding Ontarians.

COMMUNICATIONS BRANCH

6th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7400
(416)327-2422 (Automated Public Inquiry Service)
Toll Free 1-800-267-7329
Fax (416)314-4965
Fax (416)325-7778 (Director's Office)
8:30 - 5:00 


The Communications Branch is responsible for communicating the ministry's programs and policies related to its core business and to the government's corporate communications agenda. It supports the Minister, Deputy Minister and senior management in the handling of contentious issues, coordinating and maintaining the Housebook, and media monitoring. It also provides support through media relations, editorial services and communications planning; maintains the ministry Web site and supports internal communications; advises on and supports the Minister's and Deputy Minister's participation in public events.

INTERNAL AUDIT SERVICES

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6560
Fax (416)585-7377
8:30 - 4:45 


Internal Audit Services is an independent, objective assurance and consulting activity designed to add value and improve the operations of the Ministries of Citizenship, Tourism and Recreation, and Culture. Internal Audit Services helps these ministries accomplish their objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance.

ONTARIO SENIORS' SECRETARIAT

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1R3
General Inquiry (416)326-7076
Fax (416)326-7079
www.gov.on.ca/mczcr/seniors/
8:30 - 5:00 


The Ontario **Seniors'** Secretariat (OSS) undertakes or influences policy initiatives that improve the quality of life for Ontario seniors, and supports public education efforts for and about Ontario seniors. The OSS works with Ontario's major seniors organizations and other ministries to help ensure seniors' needs are considered in all government policies and programs that could affect a senior's quality of life. The OSS strives to meet the ministry vision where all seniors can live free from harm, fully participate in their communities and have their contributions recognized and respected.

ONTARIO WOMEN'S DIRECTORATE

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0247
www.gov.on.ca/mczcr/owd/
8:30 - 5:00 


The Ontario **Women's** Directorate (OWD) provides focus for government action on issues of concern to women - in particular, preventing violence against women and promoting women's economic independence.

EDUCATION, AWARENESS AND OUTREACH

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0256 


The Education, Awareness and Outreach unit leads programs and initiatives that support the two key business areas of the Directorate: preventing **violence** against **women** and promoting women's economic independence. The OWD partners with other ministries, the education sector, community agencies and the private sector to support initiatives that promote **public education** to prevent violence against women, new service models to provide an effective response to **victims**, career awareness initiatives to ensure girls and young women make academic choices that will not limit the career choices available to women, including occupations in high demand sectors such as skilled trades and information technology.

STAKEHOLDER RELATIONS AND POLICY DEVELOPMENT

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0255 

The Stakeholder Relations and Policy Development unit provides strategic leadership and coordination for the development and review of policies and programming identified as key business areas of the Directorate - preventing violence against women, and promoting women's economic independence - and the development and management of relations with internal and external stakeholders, including other jurisdictions, for policy purposes. It also has primary responsibility for identifying and managing contentious issues, and coordinating/supporting inter-ministerial and inter-governmental committees addressing priority issues.


REGIONAL AND CORPORATE SERVICES DIVISION

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7311
Fax (416)314-7313
8:30 - 4:45 

The Regional and Corporate Services Division provides legal, financial, human resources and administrative services and advice to Deputy Ministers and program divisions of the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation as required, for the efficient operation of each ministry. It also provides regional support services to the ministries'


program areas of tourism, culture, citizenship, seniors, women, and sport and recreation. This includes the coordination of specialized systems and technical support and the development and implementation of the ministries' management improvement initiatives. It executes a number of control functions and services as the ministries' liaison with Management Board of Cabinet.

CORPORATE POLICY

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6150
Fax (416)314-6566
8:30 - 4:45 


The Corporate Policy unit is responsible for providing leadership, expertise and advice to the minister, senior management and the staff of the Ministry of Citizenship in the areas of corporate policy development, analysis and coordination within the context of government priorities. The Corporate Policy Unit acts as the ongoing liaison between the ministry and Cabinet Office. The Unit supports the Minister and Deputy Minister in preparation for Cabinet and Cabinet Committee meetings, tracks Cabinet Committee decisions and coordinates the review of legislative and policy proposals put forward by other ministries in order to assess the implications for ministry clients and stakeholders.

CORPORATE RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6136
Fax (416)314-4968
8:30 - 4:45 

The Corporate Resources Branch provides advice on business and fiscal planning, accounting, modern controllership, facilities management, and related financial and administrative matters to the Ministry of Citizenship, Ministry of Culture, and Ministry of Tourism and Recreation. The Facilities, Information and Records Management Unit is responsible for facilities and assets management, Freedom of Information/Protection of Privacy, print services, and records management. The Business and Fiscal Planning Unit is responsible for budget management, financial analysis and business planning. The Accounting and Controllership Unit is responsible for financial systems and reporting, modern controllership and service management.

FREEDOM OF INFORMATION/PROTECTION OF PRIVACY UNIT


5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7094
Fax (416)314-7722
8:00 - 4:30 

The Freedom of Information/Protection of Privacy Unit administers the Freedom of Information and Protection of Privacy Act within the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation. Assistance to the public in locating certain records or processing requests is available from the Freedom of Information/Protection of Privacy Office. Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

Services offered to the Public:


Access to Information

HUMAN RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6078
Fax (416)325-6371
8:30 - 4:45 


Human Resources Branch provides strategic consulting and human resource planning services to executive and line managers. It provides interpretation and advice on human resource policies and procedures, collective agreement administration, health and safety services, position classification, recruitment, organizational design, human resources planning and learning services, and French language services for the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation.

LEGAL SERVICES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7025
Fax (416)314-7038
9:00 - 5:00 


The Legal Services Branch provides strategic legal advice and services to the Ministry of Citizenship, the Ministry of Culture, and the Ministry of Tourism and Recreation and certain of their agencies to assist them in meeting their business goals and corporate initiatives. Principal areas of law include commercial, corporate, real property, intellectual property, human rights, administrative and contract.

REGIONAL SERVICES BRANCH


3rd Flr, Suite 300, 123 Edward St
Toronto M7A 2R9
General Inquiry (416)314-0738
TTY (416)314-6687
TTY Toll Free 1-800-855-0511
Fax (416)314-6686
8:30 - 5:00 

Regional Services Branch provides value-added consulting and delivery services to program areas of the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation.


CENTRAL AREA

5th Flr, 180 Dundas St W
Toronto M7A 2R9
General Inquiry (416)314-6044
Toll Free 1-877-395-4105
Fax (416)314-2024
8:30 - 5:00 


HAMILTON OFFICE

14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)704-3950
Toll Free 1-877-395-4105
Fax (905)521-7398
8:30 - 4:45 

MIDHURST OFFICE

2284 Nursery Rd
Midhurst L0L 1X0
Toll Free 1-877-395-4105
Fax (705)739-6697
8:30 - 4:45 

ST CATHARINES OFFICE

9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3950
Toll Free French 1-800-263-2441
Fax (905)704-3955
8:30 - 4:45 

NORTHERN AREA


Suite 334, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1683

Toll Free 1-800-465-6861

Fax (807)475-1297

8:30 - 4:45 **DRYDEN OFFICE**

Ontario Government Bldg

479 Government Rd


PO Box 3000

Dryden P8N 3B3

General Inquiry (807)223-8682

Toll Free 1-800-525-8785

Fax (807)223-8502

8:30 - 4:45 **KENORA OFFICE**


810 Robertson St

Kenora P9N 4J4

General Inquiry (807)468-2450

Toll Free 1-800-465-1108

Fax (807)468-2788

8:30 - 4:45 **NORTH BAY OFFICE**


447 McKeown Ave

North Bay P1B 9S9

General Inquiry (705)494-4182

Toll Free 1-800-461-9563

Fax (705)494-4069

8:30 - 4:45 **SAULT STE MARIE OFFICE**

Roberta Bondar Pl


Suite 200, 70 Foster Dr

Sault Ste Marie P6A 6V8

General Inquiry (705)945-5885

Toll Free 1-800-461-7284 (Within Area Code 705)

Fax (705)945-5931

8:30 - 4:45 **SIOUX LOOKOUT OFFICE**

62 Queen St

PO Box 267

Sioux Lookout P8T 1A3

General Inquiry (807)737-1018

Toll Free 1-800-529-6619

Fax (807)737-3419

8:30 - 4:45 **SUDBURY OFFICE**

Ontario Government Bldg


Suite 401, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)564-3035

Toll Free 1-800-461-4004

Fax (705)564-3043

8:30 - 4:45 **THUNDER BAY OFFICE**


Suite 334, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1683

Toll Free 1-800-465-6861

Fax (807)475-1297

8:30 - 4:45 **TIMMINS OFFICE**

Ontario Government Complex

Hwy 101 E


PO Box 3085

South Porcupine P0N 1H0

General Inquiry (705)235-1550

Toll Free 1-800-305-4442

Fax (705)235-1553

8:30 - 4:45 **SOUTHEAST AREA**


1st Flr, 530 Tremblay Rd

Ottawa K1G 6B7

General Inquiry (613)742-3360

Toll Free 1-800-267-9340

Fax (613)742-5300

8:30 - 4:45 **BRACEBRIDGE OFFICE**


15 Dominion St

Bracebridge P1L 2E7

General Inquiry (705)646-0641

Toll Free 1-800-360-1304

Fax (705)646-0544


8:30 - 4:45 **HUNTSVILLE OFFICE**

207 Main St W

Huntsville P1H 1Z9

General Inquiry (705)789-4448

Fax (705)789-9533

8:30 - 4:45 

KINGSTON OFFICE

Ontario Government Bldg Beechgrove
Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5580
Toll Free 1-800-293-7543
Fax (613)531-5585
8:30 - 4:45 ♿

OTTAWA OFFICE

1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45 ♿

PETERBOROUGH OFFICE

Robinson Pl South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2624
Toll Free 1-800-461-7629 (For Area Code 705
only)
Fax (705)755-2631
8:30 - 4:45 ♿

SOUTHWEST AREA

4th Flr Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30 ♿

KITCHENER OFFICE

4th Flr, Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30 ♿

LONDON OFFICE

2nd Flr, 659 Exeter Rd
London N6E 1L3
Toll Free 1-800-265-4730
Fax (519)873-4061
8:30 - 4:30 ♿

MARKDALE OFFICE

181 Toronto St S
PO Box 496
Markdale N0C 1H0
Toll Free 1-800-265-5520
Fax (519)986-3014
8:30 - 4:30 ♿

WINDSOR OFFICE

221 Mill St
Windsor N9C 2R1
Toll Free 1-800-265-1330
Fax (519)973-1414
8:30 - 4:45 ♿


TECHNOLOGY AND BUSINESS SOLUTIONS BRANCH (MCZP/MTR/MCL)

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6296
Fax (416)325-6388
8:30 - 5:00 ♿

The Technology and Business Solutions Branch is responsible for the planning and implementation of information technology to meet business requirements of the Ministries of: Citizenship (including Women's Directorate and Seniors' Secretariat); Tourism and Recreation; and Culture. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network. Under administrative agreements, the branch also provides information and information technology services and support to the Office of Francophone Affairs.

AGENCIES, BOARDS AND COMMISSIONS

HUMAN RIGHTS TRIBUNAL OF ONTARIO


7th Flr, 400 University Ave
 Toronto M7A 1T7
 General Inquiry (416)314-0004
 TTY (416)314-2379 (TTY/TDD)
 Toll Free 1-800-668-3946
 TTY Toll Free 1-800-424-1168 (TTY/TDD Toll Free)
 Fax (416)314-8743
 9:00 - 5:00 

The **Human Rights** Tribunal of Ontario is a tribunal established by the Human Rights Code to conduct **hearings** and decide complaints of violations of human rights. By law, it cannot deal with any other kind of issue. Complaints are referred to the Board of Inquiry by the Ontario Human Rights Commission. A tribunal is a quasi-judicial body with decision-making powers. "Quasi-judicial" means that, similar to the courts, tribunals have authority or discretion to decide important issues affecting the rights and obligations of opposing parties. Tribunals' decisions have the effect of imposing serious sanctions or consequences on the parties. The Human Rights Tribunal of Ontario encourages parties to participate in voluntary **mediation**. If that is unsuccessful the case is scheduled for a hearing before an adjudicator. At the hearing the adjudicator determines whether a Code right of the complainant has been infringed or not and the appropriate remedy.

Services offered to the Public:

Human Rights Tribunal of Ontario

ONTARIO HUMAN RIGHTS COMMISSION

Dundas/Edward Ctr
 7th Flr, 180 Dundas St W
 Toronto M7A 2R9
 (416)326-9511 (Complaints, Referrals, General Inquiries within 416 & 905 Area Codes)
 (416)314-4532 (Media Inquiries)
 (416)314-4500 (General Inquiries - other than complaints)
 TTY (416)314-4493 (TTY/TDD General Inquiries - other than complaints)
 TTY (416)314-6526 (TTY/TDD Complaints, Referrals, General Inquiries within 416 & 905 Area Codes)
 Toll Free 1-800-387-9080 (Complaints, Referrals, General Inquiries)
 TTY Toll Free 1-800-308-5561 (TTY/TDD Complaints, Referrals, General Inquiries)
 Fax (416)326-9520 (Complaints, Referrals, General Inquiries)
 Fax (416)314-4533 (Media Inquiries)
 Fax (416)314-4494 (General Inquiries - other than complaints)
 www.ohrc.on.ca
 8:30 - 5:00 

The Ontario **Human Rights** Commission administers and enforces the Ontario Human Rights Code, which provides for the right to equal treatment in **employment**, services, goods and facilities, contracts and **accommodation** without **discrimination** because of race, ancestry, place of origin, colour, sexual orientation, ethnic origin, **citizenship**, creed, sex, age, marital status, same-sex partnership status, family status, handicap, record of **offences** (employment only) and receipt of public assistance (accommodation only). The Commission implements a program of **investigation**, **mediation** and conciliation of **complaints** and **enforcement**; **public education** and consultation with **employers**, unions, community groups and other stakeholders with a view to reducing prejudice and discrimination; and, **research** into patterns of discrimination.

Services offered to the Public:

Ontario Human Rights Commission (Policy and Education Branch)

Ontario Human Rights Inquiries

ACTS

Deaf-Blind Awareness Month Act, 2000, S.O. 2000, c.34

Human Rights Code, R.S.O. 1990 c. H.19

Ontarians with Disabilities Act, 2001, S.O. 2001, c.32

Remembrance Day Observance Act, 1977, S.O. 1997, c.18

MINISTRY OF COMMUNITY, FAMILY AND CHILDREN'S SERVICES

Hepburn Block


6th Flr, 80 Grosvenor St

Toronto M7A 1E9

General Inquiry (416)325-5666

TTY 1-800-387-5559

Toll Free 1-888-789-4199

www.cfcs.gov.on.ca 

The Ministry of Community, Family and Children's Services vision is to be an affordable and effective system of community and social services that supports and invests in: families, children and communities, to encourage responsibility and accountability; adults, so they can live as independently as possible; a services system in which children are safe and people most in need receive support. The ministry has two core businesses: income and employment supports; and social and community services. Services are provided to Ontarians who are vulnerable and in need, including adults, children and youth, and people with physical and developmental disabilities.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND MARKETING BRANCH

Hepburn Block


7th Flr, 80 Grosvenor St

Toronto M7A 1E9

General Inquiry (416)325-5151

Fax (416)325-5694 (Secured Fax)

Fax (416)325-5200

8:30 - 5:00 

The branch establishes communications policies for the ministry and develops communications strategies to ensure that the public and people who rely on the ministry's support are aware of major program and policy initiatives. Responsibilities include liaison with the news media; creative services, translation, production and distribution of information products, issues coordination and correspondence management and coordinating responses to Freedom of Information requests.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY UNIT


Hepburn Block

6th Flr, 80 Grosvenor St

Toronto M7A 1E9


General Inquiry (416)325-5151

Fax (416)326-2567

8:30 - 5:00 


The Freedom of Information and Protection of Privacy Unit coordinates the implementation of the Freedom of Information and Protection of Privacy Act (FIPPA) across the ministry.

HUMAN SERVICES CLUSTER, INFORMATION AND INFORMATION TECHNOLOGY

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
8:30 - 5:00 


The Human Services I&IT Cluster provides information management and information technology solutions that enable and support the business requirements of the Ministry of Community, Family and Children's Services and the Ministry of Health and Long-Term Care and their agents.

BUSINESS SOLUTIONS DIVISION

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
8:30 - 5:00 


The Business Solutions Division provides information and information technology support for social services business and program areas in the Ministry of Community, Family and Children's Services and for health business and program areas in the Ministry of Health and Long-Term Care. The Business Solutions Division has the following branches that support MCFCS directly: Children's Programs and Corporate Systems I&IT; Community and Social Services Programs I&IT; Regional Operations Support I&IT.

CHILDREN'S PROGRAMS AND CORPORATE SYSTEMS I&IT

12th Flr, 5140 Yonge St
Toronto M2N 6L7
General Inquiry (416)326-1502
Fax (416)327-0457
8:30 - 5:00 


The Children's Programs and Corporate Systems I&IT Branch supports the Integrated Services for Children Division and the Corporate Services Division.

COMMUNITY AND SOCIAL SERVICES PROGRAMS I&IT

Yonge Norton Ctr
5th Flr, 5255 Yonge St
Toronto M2N 6P4
General Inquiry (416)212-2500
Toll Free 1-800-808-2268 (SDMT Help Desk External)
Fax (416)212-2502
8:30 - 5:00 


The Community and Social Services Programs I&IT Branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to the delivery of Social Assistance and Employment Programs.

REGIONAL OPERATIONS SUPPORT I&IT

Suite 104, 4 Cataraqui St
Kingston K7K 1Z7
General Inquiry (613)548-6398
Fax (613)548-6450
8:30 - 5:00 


The Regional Operations Support I&IT Branch supports the ministry's regional IT infrastructure. Also provides small systems development and corporate systems testing.

INFORMATION MANAGEMENT AND IT SECURITY

Macdonald-Cartier Bldg
5th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)547-1890
Fax (613)548-6693
8:30 - 5:00 


The Information Management and IT Security Branch is responsible for securing/protecting access to ministry information by managing/maintaining the information management and information technology security infrastructure in the Ministry of Community, Family and Children's Services and the Ministry of Health and Long-Term Care. The branch is also accountable for information architecture and data standards.

PLANNING, FINANCE AND ADMINISTRATION

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)326-1473
Fax (416)314-4182
8:30 - 5:00 


The Planning, Finance and Administration Branch is responsible for the Cluster's overall controllership, financial planning and business management. The branch also oversees the hardware leasing and software licensing for the Ministry of Community, Family and Children's Services and the Ministry of Health and Long-Term Care.

TECHNOLOGY MANAGEMENT

9th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7152
Fax (416)327-4429
8:30 - 5:00 

The Technology Management is responsible for managing, maintaining and supporting the technology infrastructure across the Ministry of Community, Family and Children's Services and the Ministry of Health and Long-Term Care (e.g. mainframes, desktops, servers, network service management, telephony). The branch is also accountable for developing technology architecture criteria, and ensuring common standards and policies.

LEGAL SERVICES BRANCH

17th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4900
Fax (416)327-0568
8:15 - 5:00 


Legal Services Branch staff are employed by the Ministry of the Attorney General and seconded to the Ministry of Community, Family and Children's Services. Lawyers in the branch provide legal opinions and advice to the minister and ministry staff with respect to issues arising from the administration of the legislation and programs for which the ministry is responsible. They draft and interpret legislation and regulations, orders-in-council and agreements. They also represent the ministry before courts and tribunals.

ONTARIO'S PROMISE

Citadel
6th Flr Suite 601, 1075 Bay St
Toronto M7A 1R3
General Inquiry (416)327-1716
Toll Free 1-866-668-5437
Fax (416)326-3140
www.ontariospromise.com
8:30 - 5:00


Ontario's Promise is dedicated to creating meaningful partnerships between business, governments, non-profit agencies, service organizations, communities, families and individuals. This initiative is committed to delivering on five basic promises to provide Ontario's young people with: a healthy start; an adult who cares; safe places to learn and grow; the tools to succeed and a chance to make a difference. Ontario's Promise focuses on communications, corporate development and outreach.

BUSINESS PLANNING AND CORPORATE SERVICES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5595
Fax (416)325-5615 

The Business Planning and Corporate Services Division is responsible for providing policy direction and support to the ministry in the areas of administrative services, controllerships, corporate policy and intergovernmental affairs, federal/provincial cost-sharing, financial planning and analysis and human resources. The division is comprised of three branches: Human Resources (including the broader public sector); Financial Planning and Business Management; and Corporate Policy and Intergovernmental Affairs. The division is also the ministry's point of contact with Internal Audit Division, Management Board Secretariat, and the Human Services I&IT Cluster.


COMPREHENSIVE AUDIT AND INVESTIGATIONS

30th Flr, 2 Bloor St W
Toronto M4W 3V5
General Inquiry (416)314-6920
Fax (416)314-3605
8:30 - 5:00 

Comprehensive Audit and Investigations provides reasonable assurance that the core business goals and objectives of the ministry are met with due regard for controllership, value for money, the


safeguard of public assets, and the security and safety of the workforce. This is accomplished through selected, risk-based independent review of the operations of the ministry, its transfer payment and scheduled agencies, boards and commissions, and through up-front audit advice and consultation services, educational services and special investigations as required.

CORPORATE POLICY AND INTERGOVERNMENTAL AFFAIRS BRANCH

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5373
Fax (416)325-5397
8:30 - 5:00 


The Corporate Policy and Intergovernmental Affairs Branch provides strategic leadership within the ministry for integrated planning, policy development, cross-ministry coordination and federal/provincial/territorial relations. The branch provides the ministry with the capacity for long-term planning and strategic policy.

CORPORATE POLICY UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5373
Fax (416)325-5397
8:30 - 5:00 

The Corporate Policy Unit supports the ministry's annual business planning process through the development of policy strategies and performance measures for the upcoming year. In addition to helping coordinate the ministry's strategic policy agenda, the unit contributes to policy initiatives that cut across program areas. To promote effective management of ministry programs and policies, the unit is also responsible for developing governance and accountability mechanisms that ensure consistent understanding and application of policies.

INTERGOVERNMENTAL AFFAIRS UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397
8:30 - 5:00 


The Intergovernmental Affairs Unit provides leadership and develops policies for the ministry on social policy issues that cut across federal, provincial and territorial jurisdictions such as the National Child Benefit, the Early Childhood Development initiative and disability issues. The unit provides support and advice in preparation for and during meetings of Social Services Ministers, the annual Premiers' Conference and scheduled First Ministers' meetings. In addition, the unit liaises extensively with other jurisdictions and Ontario ministries on federal, provincial and territorial social policy issues.

POLICY COORDINATION UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397
8:30 - 5:00


The Policy Coordination Unit acts as the ongoing liaison between the Ministry and Cabinet Office. The unit supports the Minister and Deputy Minister in preparation for Cabinet and Cabinet Committee meetings, tracks Cabinet Committee decisions and reviews the legislative and policy proposals put forward by other ministries in order to assess the implications for ministry clients and stakeholders.

FINANCIAL PLANNING AND BUSINESS MANAGEMENT BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00 


The Financial Planning and Business Management Branch is responsible for analyzing and evaluating the financial and resource implications of ministry programs; coordinating estimates preparation and multi-year financial planning including capital, providing financial management services to ministry branches; coordinating better business practices; responsible for establishing standards in the area of controllership, risk management, and service management; and financial planning for the ministry and liaising with the Ministry of Finance and Management Board Secretariat.

BUSINESS ANALYSIS UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00 


The Business Analysis Unit provides comprehensive business advice in support of funding, program and policy changes, and liaising with the Ministry of Finance and Management Board Secretariat.

BUSINESS PLANNING AND ALLOCATIONS UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00 


Business Planning and Allocations Unit coordinates the annual business planning process and estimates preparation, multi-year financial planning, and liaising with the Ministry of Finance and Management Board Secretariat.

BUSINESS PRACTICES UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)327-8825
8:30 - 5:00 


The Business Practices Unit provides business tools and advice to encourage efficient and consistent business practices. This includes producing the ministry's transfer payment budget package, delegation of financial authority framework, and maintaining the ministry's internal policy website (EMMA-Electronic Manual of Ministry Administration).

CONTROLLER'S OFFICE

10th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7972
Fax (416)326-8168 


The Controller's Office provides guidance and directions to Regions, Facilities, and Corporate Office regarding effective application of controllership and risk management; Develops and implements financial policies; and provides service management liaison between the ministry and the Shared Services Bureau.

FINANCIAL REPORTING UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00 

The Financial Reporting Unit manages the in-year reporting and monitoring of the Ministry's financial position. This includes forecasting, budgeting control, cost-sharing administration and capital.

HUMAN RESOURCES BRANCH

23rd Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4755
TTY (416)327-4817
Fax (416)327-0561
8:30 - 5:00 

The Human Resources Branch supports the implementation of corporate initiatives and the ministry's core businesses and policy priorities by providing senior management, corporate offices and field staff with comprehensive human resources advice, policy direction, strategic planning and interpretation of collective agreements and related legislation. The Human Resources Branch provides services in the following areas: Recruitment and Selection; Employment Transition; Performance Management; Succession Planning; Learning and Development; Organization Design; Job Classification; Pay and Benefits; Workplace Discrimination and Harassment Prevention (WDHP); Health and Safety; Labour Relations; and Accommodation and Facilities Management.

COMMUNITY AND DEVELOPMENTAL SERVICES DIVISION


Hepburn Block

6th Flr, 80 Grosvenor St

Toronto M7A 1E9

General Inquiry (416)325-3694

Fax (416)325-5615

8:30 - 5:00 

The Community and Developmental Services Division leads ministry policy developments to enhance services and supports for people with developmental disabilities and vulnerable adults, including services and support for abused women and their children and the homeless. The division leads the Aboriginal Healing and Wellness Strategy on behalf of four ministries, working with 15 Aboriginal organizations.


COMMUNITY SERVICES BRANCH

12th Flr, 56 Wellesley St W

Toronto M7A 1E9

General Inquiry (416)327-4971

Fax (416)325-8865

8:30 - 5:00 


The Community Services Branch is responsible for policy and program development and evaluation of community-based services for adults and families, which include Violence Against **Women** Prevention Programs that provide community support services to woman who are victims of violence and their children; Intervenor Services for those who are **deaf/blind**; **Aboriginal** Services; **Homelessness** Prevention Programs and liaison with the Ontario College of Social Workers and Social Service Workers. The branch works closely with other divisions within the ministry, with other ministries, with other levels of government and with community partners to support service delivery consistent with the government's policy objectives.

ABORIGINAL HEALING AND WELLNESS STRATEGY

2nd Flr, 880 Bay St

Toronto M7A 2B6

General Inquiry (416)326-6905

Fax (416)326-7934 

The **Aboriginal** Healing and Wellness Strategy (AHWS) is a partnership among four government ministries (MCFCS, Ministry of the Attorney General (Ontario Native Affairs Secretariat), Ministry of **Health** and Long Term Care, and Ministry of Citizenship (Ontario Women's Directorate) and 15 Aboriginal organizations and **First Nations**. Programs and services funded through AHWS address both the prevention of **family violence** and the improvement of health in Aboriginal communities, on-reserve and off-reserve. AHWS programs include women's shelters, health access centers, crisis/suicide intervention, health promotion/education, youth treatment, healing lodges and training.


DEVELOPMENTAL SERVICES BRANCH

12th Flr, 56 Wellesley St W

Toronto M7A 1E9

General Inquiry (416)327-4954


Fax (416)325-5554

8:30 - 5:00 

The role of the Developmental Services Branch is to develop and evaluate policies and programs responding to the needs of adults with developmental **disabilities** and their families. The branch works closely with other divisions in the ministry, with other ministries and with community service


delivery partners to support an integrated, responsive developmental service system and to ensure that programs and services delivered are consistent with the ministry's overall policy objectives.

INTEGRATED SERVICES FOR CHILDREN DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-8322
Fax (416)314-1862
8:30 - 5:00 


The Ministries of Community, Family and Children's Services, Health and Long-Term Care, Education, Training, Colleges and Universities, Citizenship and Tourism and Recreation are working together to improve service coordination and integration at the community level. The Integrated Services for Children Division is responsible for designing and implementing policy and service delivery strategies that support integration. The initial focus is on children and families at risk.

CHILD WELFARE AND YOUNG OFFENDERS BRANCH


Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00 

The **Child Welfare and Young Offenders** Branch is responsible for policy and program design related to the child welfare system, including child protection services, Aboriginal child welfare policy, services for young offenders aged 12-15 at the time of offence, and licensing of children's residential services and foster care.


CHILDREN WITH SPECIAL NEEDS BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00 

The **Children With Special Needs** Branch is responsible for Policy/Program development for the Ministries of Community, Family and Children's Services and Health and Long-Term Care in the areas of Children's Mental Health, Autism, Special Needs Children, Developmental Services for Children, Children's Rehabilitation Services, Respite, Special Services at Home and Assistance for Children with Severe **Disabilities**.


CHILDREN WITH SPECIAL NEEDS BRANCH (WELLESLEY ST W)
15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)326-2800
Fax (416)326-8395
8:30 - 5:00 

EARLY YEARS AND HEALTHY CHILD DEVELOPMENT BRANCH


Hepburn Block
Rm 476 4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00 

Working within the Ministries of Health and Long-Term Care and Community, Family and Children's Services, the Early Years and Healthy Child Development Branch supports the healthy development of Children by providing integrated policy direction and program planning for programs and services which invest in and support children on a physical, social, learning and emotional basis.

EARLY YEARS AND HEALTHY CHILD DEVELOPMENT BRANCH, HEALTHY BABIES, HEALTHY CHILDREN UNIT (WELLESLEY ST W)


15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)327-4865
Fax (416)326-0478
8:30 - 5:00 

EARLY YEARS CHALLENGE FUND BRANCH

15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)326-2800
Fax (416)326-0478
8:30 - 5:00 

The Early Years Challenge Fund Branch supports a \$30 million program that seeks to promote the healthy growth and development of all **children** (pre-conception - six) so that they can reach their full potential. The Early Years Challenge Fund is a matching grants program that fosters and promotes cross-sectoral partnerships to provide community-based early years and parenting programs for children, parents and caregivers. The Early Years Challenge Fund matches both cash and in-kind contributions from communities for early years projects that operate for one to three years.

PROGRAM MANAGEMENT DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5581
Fax (416)325-5432
8:30 - 5:00 

The Program Management Division (PMD) is responsible for managing the delivery of all ministry programs and services throughout the province. PMD consists of: Family Responsibility Office (FRO); Management Support Branch (MSB); Office of Child and Family Services Advocacy

(Advocacy Office); Performance Management Branch (PMB); Regional Offices; and Social Assistance and Municipal Operations Branch (SAMO). The nine regional offices are responsible for the direct delivery of some ministry programs, and provide a management role for those services delivered locally by municipalities and transfer payment agencies. Regional Offices are also accountable for three Schedule 1 Facilities for people with developmental disabilities, and two facilities for children with multiple, complex high needs.

FAMILY RESPONSIBILITY OFFICE

PO Box 220 Downsview Post Office
Downsview M3M 3A3

(416)326-1818 (Automated Information, 7 days, 24 hrs)

(416)326-1817 (Client Services, M-Th 8 - 7, Fri 8 - 5)

(416)240-2410 (Interjurisdictional Support Orders Unit-ISO)


TTY (416)240-2414

Toll Free 1-800-463-3533 (ISO Outside 416 & 905 Local Calling Area)

Toll Free 1-800-267-7263 (Automated Info Outside 416 & 905 local calling area)

Toll Free 1-800-267-4330 (Client Services Outside 416 & 905 Calling Area)

Fax (416)240-2401 (Client Services)

8:30 - 5:00 

The **Family Responsibility Office (FRO)** operates under the authority of the Family Responsibility and Support Arrears Enforcement Act, 1996. FRO administers and enforces court orders for **child** and spousal support. It also enforces domestic contracts, such as separation agreements that are filed with the courts, and ensures compliance with support orders from reciprocating jurisdictions.

Services offered to the Public:

Family Responsibility

MANAGEMENT SUPPORT BRANCH


Hepburn Block

7th Flr, 80 Grosvenor St

Toronto M7A 1E9

General Inquiry (416)325-5444

Fax (416)212-1499

8:30 - 5:00 

Management Support Branch is a corporate office for Program Management Division designed to facilitate and support critical management and delivery functions. The branch provides a range of delivery and operational support services to Integrated Children's Programs and Community/Developmental Services programs.

ADOPTION DISCLOSURE SECTION


24th Flr, 2 Bloor St W

Toronto M7A 1E9

General Inquiry (416)327-4730


Fax (416)326-6867

Fax (416)327-0573

8:30 - 5:00 


The **Adoption Disclosure Section** provides a register for adult adoptees, adopted in Ontario, birth parents and birth relatives (siblings and grandparents) who wish to contact each other. The section also conducts searches to try to locate specific birth relatives at the request of an adult adoptee. Priority searches are conducted for health, safety or welfare reasons.

CHAPLAINCY SERVICES ONTARIO

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)326-6859
Fax (416)327-0573
8:30 - 5:00 


Chaplaincy Services Ontario, through its structure and through the Ontario Multifaith Council on Spiritual and Religious Care (OMCSRC), coordinates and develops effective spiritual and religious care in Schedule I facilities, and where requested or appropriate, in community programs and/or transfer payment agencies of the Ministries of Community, Family and Children's Services, Public Safety and Security and Health and Long-Term Care.

CHILD ABUSE REGISTER SECTION

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4680
Fax (416)327-1203
8:30 - 4:45 


The Child **Abuse** Register Section protects the best interests of the **children** by maintaining records of verified abuse cases and sharing information with Children's Aid Societies (CAS) investigating reported cases of abuse.

CHILD AND FAMILY SERVICES REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4673
Fax (416)327-0558 

The Child and Family Services Review Board provides an **appeal** mechanism under the Child and Family Services Act (CFSA), the Intercountry **Adoption** Act and the Education Act. The board makes specific decisions on the residential placement of **children**; refusal of placement by private adoption licensees; adoption placement, refusal to disclose non-identifying adoption information; applications for the release of children from emergency secure treatment facilities; and expulsion of a student by a **school board**. The board operates independently.

CHILD WELFARE REVIEW UNIT

30th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4730
Fax (416)326-5359
8:30 - 5:00 


The Child Welfare Review Unit is responsible for conducting annual file reviews to ensure the well being of **children** in the care of, or being serviced by Children's Aid Societies in the Province.

COMMUNITY AND DEVELOPMENTAL SERVICES PROGRAMS UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-2998
Fax (416)325-5500
8:30 - 5:00


The Community and Developmental Services Programs Unit is responsible for providing children's and adult's services support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

CUSTODY REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4672
Toll Free 1-800-597-6088
Fax (416)327-0558 


The **Custody** Review Board reviews placements and may hold **hearings** at the request of young persons in custody. The board operates jointly with the Ministry of Public Safety and Security and the Ministry of Community, Family and Children's Services. The board operates independently.

INTERGRATED SERVICES FOR CHILDREN'S UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5444
8:30 - 5:00 

The Integration Services for Children's Unit provides strategic and operational leadership for program delivery for children's programs such as Private and International Adoptions, Child Abuse Register, Children with Special Needs, Children's Mental Health, Young Offenders, Child Welfare Reviews, and Board Administration.

PRIVATE AND INTERNATIONAL ADOPTIONS SECTION

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4730
Fax (416)327-0573
8:30 - 5:00 

The Private and International **Adoptions** Section monitors and regulates the Ontario system of private and international adoption for the benefit of **children**, birth parents and adoptive parents.

OFFICE OF CHILD AND FAMILY SERVICE ADVOCACY (ADVOCACY OFFICE)

5th Flr, Suite 503, 250 Davisville Ave

Toronto M7A 1G2


General Inquiry (416)325-5669

TTY (416)325-2648

Toll Free 1-800-263-2841

Fax (416)325-5681

advocacy@idirect.com

8:30 - 5:00 

The Office of Child and Family Service Advocacy (Advocacy Office) protects the rights and interests of **children, youth and families** receiving or seeking services provided by the Ministry of Community, Family and Children's Services, Ministry of Public Safety and Security (**Young Offenders** Phase 2), Ministry of Education (Residential and Demonstration Schools). Advocacy officers mediate **complaints**, negotiate with service providers, government officials, and the community; identify systemic problems affecting youth; advises ministries of gaps in service delivery.

Services offered to the Public:*Office of Child and Family Service Advocacy***PERFORMANCE MANAGEMENT BRANCH**


Hepburn Block

6th Flr, 80 Grosvenor St

Toronto M7A 1E9

General Inquiry (416)212-3454

Fax (416)327-0146

8:30 - 5:00 

Performance Management Branch provides executive support to the Assistant Deputy Minister, leadership to continuous business improvement by monitoring and evaluating program and business performance, and supports enhancements in interdivisional working relationships. The branch operates in tandem with Management Support Branch (MSB) and Social Assistance and Municipal Operations Branch (SAMO) to provide appropriate supports, tools and best practices to regional offices.

BUSINESS SERVICES UNIT


Hepburn Block

7th Flr, 80 Grosvenor St

Toronto M7A 1E9


General Inquiry (416)325-5725

Fax (416)325-9631

8:30 - 5:00 


The Business Services Unit provides Program Management Division's senior Management with financial and administrative planning and strategic analysis for resource management. The unit monitors, evaluates and reports on divisional financial and administrative performance in meeting the division's business objectives.

FRENCH LANGUAGE SERVICES

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5725
Fax (416)325-9631 


The primary role of the French Language Services unit is to provide advice to the ministry on issues related to French language services and to ensure compliance with the FLS Act through the monitoring of management practices.

QUALITY ASSURANCE AND ORGANIZATIONAL DEVELOPMENT UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5508
Fax (416)325-9631
8:30 - 5:00 


The Quality Assurance and Organizational Development Unit provides a range of executive support services to the Assistant Deputy Minister and Senior Management groups within the division. The unit provides senior decision-makers with timely, accurate and consistent information on the division's performance, facilitates training and research to support effective regional business practices. The unit is composed of three functional teams: the Divisional Learning and Training Team, the Human Resources and Organizational Development Team and the Information Management Team.

DIVISIONAL LEARNING AND TRAINING TEAM

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5508 


The Divisional Learning and Training Team is responsible for the identification and coordination of strategic training and learning processes through the planning, development and implementation of training activities for Program Management Division staff.

HUMAN RESOURCES AND ORGANIZATIONAL DEVELOPMENT TEAM

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5508 


The Human Resources and Organizational Development Team provides strategic advice and analysis in the areas of human resources planning, organizational design and change, and responses to new business imperatives and initiatives. The team is also responsible for maintaining the Ministry's Emergency Response Plan, and for assuming a leadership role in the event of a declared emergency.

INFORMATION MANAGEMENT TEAM


Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5508 

The Information Management Team works in partnership with several key stakeholders to identify business needs and information management solutions. The team has a central role in divisional monitoring and evaluation activities. The team retrieves, analyzes, and reports on data from key ministry systems including SMIS, YOSIS, Walker and subsystems.


REGIONAL OFFICES**CENTRAL EAST REGIONAL OFFICE**

465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)895-4330 (Regional Director,
Human Resources)
Fax (905)895-6804 (Community Programs)
Fax (905)715-7662 (ODSP)
Fax (905)715-7743 (Probation Services)
Fax (905)895-1835 (Business Services)
8:30 - 5:00 


**CENTRAL EAST REGION -
NEWMARKET****COMMUNITY PROGRAMS AND
SERVICES UNIT**

465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)895-6804
8:30 - 5:00 


**ONTARIO DISABILITY SUPPORT
PROGRAM**

465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)715-7662
8:30 - 5:00 


PROBATION SERVICES

465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)715-7743
8:30 - 5:00 


**HURONIA REGIONAL CENTRE -
ORILLIA**

700 Memorial Ave
PO Box 1000
Orillia L3V 6L2
General Inquiry (705)326-7361
Fax (705)326-5269 (Administration)
Fax (705)326-2606 (Business Services)
Fax (705)326-3445 (Human Resources)
8:15 - 4:30 


LOCAL OFFICE - AJAX

Unit 13, 467 Westney Rd S
Ajax L1S 6V8
General Inquiry (905)683-1250
Fax (905)683-6521
8:30 - 5:00 


PROBATION SERVICES

Unit 13, 467 Westney Rd S
Ajax L1S 6V8
General Inquiry (905)683-1250
Fax (905)683-6521
8:30 - 5:00 


LOCAL OFFICE - BARRIE

34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
TTY (705)737-9601
Toll Free 1-800-461-7551
Fax (705)737-4197 (ODSP)
Fax (705)737-5142 (Probation)
8:30 - 5:00 


PROGRAM AND COMPLIANCE REVIEW

34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
Toll Free 1-800-461-7551
Fax (705)737-4197 


COMMUNITY PROGRAMS UNIT

34 Simcoe St
Barrie L6N 6T4
General Inquiry (705)737-1311
Toll Free 1-800-461-7551
Fax (705)737-4197
8:30 - 5:00 


ONTARIO DISABILITY SUPPORT PROGRAM

34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
TTY (705)737-9601
Toll Free 1-800-461-7551
Fax (705)737-4197
8:30 - 5:00 


PROBATION SERVICES

34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
TTY (705)737-9601
Toll Free 1-800-461-7551
Fax (705)737-5142
8:30 - 5:00 


LOCAL OFFICE - LINDSAY

2nd Flr, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6128
TTY (705)324-7935
Toll Free 1-800-565-3554
Fax (705)324-5244
8:30 - 5:00 


ONTARIO DISABILITY SUPPORT PROGRAM

2nd Flr, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6128
TTY (705)324-7935
Toll Free 1-800-565-3554
Fax (705)324-5244
8:30 - 5:00 


PROBATION SERVICES

2nd Flr, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-0413
TTY (705)324-7935
Toll Free 1-800-565-3554
Fax (705)324-5244
8:30 - 5:00 


LOCAL OFFICE - ORILLIA

Cottage C
700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
TTY (705)325-3887
Toll Free 1-800-565-9871
Fax (705)325-0443
8:30 - 5:00 

ONTARIO DISABILITY SUPPORT PROGRAM

Cottage C
700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
TTY (705)325-3887
Toll Free 1-800-565-9871
Fax (705)325-0443
8:30 - 5:00 

PROBATION SERVICES

Cottage C, 700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
TTY (705)325-3887
Toll Free 1-800-565-9871
Fax (705)325-0443
8:30 - 5:00 

LOCAL OFFICE - PETERBOROUGH

2nd Flr, 360 George St N

Peterborough K9H 7E7

General Inquiry (705)742-9292


TTY (705)742-8915

TTY (705)742-7507

Toll Free 1-800-663-8560

Fax (705)743-7998

Fax (705)742-8048 (ODSP)

8:30 - 5:00 


PROGRAM AND COMPLIANCE REVIEW

2nd Flr, 360 George St N

Peterborough K9J 7E7

General Inquiry (705)742-9292

Toll Free 1-800-663-8560

Fax (705)742-7458 

COMMUNITY PROGRAMS AND SERVICES UNIT

2nd Flr, 360 George St N


Peterborough K9J 7E7

General Inquiry (705)742-9292

TTY (705)742-7507

Toll Free 1-800-663-8560

Fax (705)743-7998

8:30 - 5:00 

ONTARIO DISABILITY SUPPORT PROGRAM

2nd Flr, 360 George St N

Peterborough K9J 7E7

General Inquiry (705)742-9292


TTY (705)742-8915 (1st Flr)

TTY (705)742-7507 (2nd Flr)

Toll Free 1-800-663-8560

Fax (705)743-7998

Fax (705)742-8048

8:30 - 5:00 

PROBATION SERVICES


Unit 7A, 223 Alymer St

Peterborough K9J 3K3

General Inquiry (705)755-4400

Toll Free 1-888-805-9876

Fax (705)755-4401

8:30 - 5:00 

LOCAL OFFICE - PORT HOPE

138 Hope St N


Port Hope L1A 2P1

General Inquiry (905)885-9263

TTY (905)742-8915

Toll Free 1-800-661-3081

Fax (905)885-4843

8:30 - 5:00 

PROBATION SERVICES


138 Hope St N

Port Hope L1A 2P1

General Inquiry (905)885-9263

Toll Free 1-800-661-3081

Fax (905)885-4843

8:30 - 5:00 

LOCAL OFFICE - WHITBY

1400 Hopkins St

Whitby L1N 2C3


General Inquiry (905)665-1030

TTY (905)665-1053

Toll Free 1-800-722-1196

Fax (905)665-1050 (ODSP)


Fax (905)665-1043 (Probation)

8:30 - 5:00 


PROGRAM AND COMPLIANCE REVIEW

1400 Hopkins St
 Whitby L1N 2C3
 General Inquiry (905)665-1030
 Toll Free 1-800-722-1196
 Fax (905)665-1050


COMMUNITY PROGRAMS AND SERVICES UNIT

1400 Hopkins St
 Whitby L1N 2C3
 General Inquiry (905)665-1030
 TTY (905)665-1053
 Toll Free 1-800-722-1196
 Fax (905)665-1043
 8:30 - 5:00 


ONTARIO DISABILITY SUPPORT PROGRAM

1400 Hopkins St
 Whitby L1N 2C3
 General Inquiry (905)665-1030
 TTY (905)665-1053
 Toll Free 1-800-722-1196
 Fax (905)665-1050
 8:30 - 5:00 


PROBATION SERVICES

1400 Hopkins St
 Whitby L1N 2C3
 General Inquiry (905)665-1030
 TTY (905)665-1053
 Toll Free 1-800-722-1196
 Fax (905)665-1043
 8:30 - 5:00 


CENTRAL WEST REGIONAL OFFICE - MISSISSAUGA

Unit 200, 6733 Mississauga Rd
 Mississauga L5N 6J5
 General Inquiry (905)567-7177
 French Phone (905)567-7177x232
 Toll Free 1-877-832-2818 (Main)
 Toll Free 1-877-708-2896 (Serious Occurrence Reporting)
 Fax (905)567-3216 (Licensing - Child Care facilities, Group Homes, Foster Homes)
 Fax (905)567-3215 (Regional Director; Business Unit; Finance; ODSP; Community Programs)
 Fax 1-877-708-2895 (Serious Occurrence Reporting)
 Fax (905)567-3218 (Human Resources)
 8:30 - 5:00 


ONTARIO DISABILITY SUPPORT PROGRAM - REGIONAL OFFICE

Suite 200, 6733 Mississauga Rd
 Mississauga L5N 6J5
 General Inquiry (905)567-7177
 Toll Free 1-877-832-1818
 Fax (905)567-3215
 8:30 - 5:00 


LOCAL OFFICES**EMPLOYMENT SUPPORTS PROGRAM - CAMBRIDGE**

Cambridge Pl
 Suite 605, 73 Water St N
 Cambridge N1R 7L6
 General Inquiry (519)623-1230
 TTY (519)623-6593
 Fax (519)623-4752
 8:30 - 5:00 


EMPLOYMENT SUPPORTS PROGRAM - GUELPH

Wellington Plaza
 86 Gordon St
 Guelph N1H 4H6
 General Inquiry (519)822-7500x250
 Toll Free 1-800-567-2953
 Fax (519)837-0789
 8:30 - 5:00 


EMPLOYMENT SUPPORTS PROGRAM - HALTON

Burlington Resource Ctr
 2nd Flr, 440 Elizabeth St
 Burlington L7R 2M1
 General Inquiry (905)637-4500x4644
 TTY (905)681-0720
 Toll Free 1-800-567-6388
 Fax (905)681-0422
 8:30 - 5:00 


EMPLOYMENT SUPPORTS PROGRAM - KITCHENER/WATERLOO

2nd Flr, 385 Fairway Rd S
 Kitchener N2C 2N9
 General Inquiry (519)886-4700
 Toll Free (519)441-9820
 Fax (519)886-8997
 8:30 - 5:00 


**EMPLOYMENT SUPPORTS PROGRAM -
PEEL**

Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
 General Inquiry (905)897-3146
 TTY (905)897-3162
 Toll Free 1-800-361-0897
 Fax (905)897-7419
 8:30 - 5:00 


**ONTARIO DISABILITY AND SUPPORT
PROGRAM - CAMBRIDGE**

Cambridge Pl
 Suite 605, 73 Water St N
Cambridge N1R 7L6
 General Inquiry (519)623-1230
 TTY (519)623-6593
 Fax (519)623-4752
 8:30 - 5:00 


**ONTARIO DISABILITY AND SUPPORT
PROGRAM - GUELPH**

Wellington Plaza
 86 Gordon St
Guelph N1H 4H6
 General Inquiry (519)822-7500
 TTY (519)822-1561
 Toll Free 1-800-567-2953
 Fax (519)837-0789
 8:30 - 5:00 


**ONTARIO DISABILITY SUPPORT
PROGRAM - HALTON**

Burlington Resource Ctr
 2nd Flr, 440 Elizabeth St
Burlington L7R 2M1
 General Inquiry (905)637-4500
 TTY (905)681-0720
 Toll Free 1-800-567-6388
 Fax (905)681-0422
 8:30 - 5:00 


**ONTARIO DISABILITY SUPPORT
PROGRAM - PEEL**

Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
 General Inquiry (905)897-3100
 TTY (905)897-3109
 Toll Free 1-800-361-0897
 Fax (905)897-5129
 8:30 - 5:00 

**ONTARIO DISABILITY SUPPORT
PROGRAM- KITCHENER/WATERLOO**

2nd Flr, 385 Fairway Rd S
Kitchener N2C 2N9
 General Inquiry (519)886-4700
 TTY (519)886-8304
 Toll Free 1-800-441-9820
 Fax (519)886-8997
 8:30 - 5:00 


**SPECIAL SERVICES AT HOME -
(ASSISTANCE FOR CHILDREN WITH
SEVERE DISABILITIES)**

2nd Flr, 385 Fairway Rd S
Kitchener N2C 2N9
 General Inquiry (519)886-4700
 Toll Free 1-800-441-9820
 Fax (519)886-8997
 8:30 - 5:00 


PROBATION (YOUNG OFFENDERS)

The Probation unit supervises the delivery of direct services to **young offenders** and provides case management to youth who are receiving these services. Services may include probation, custody supervision, alternative measures, etc.


PROBATION - BRAMPTON

404-201 County Court Blvd
Brampton L6W 4L2
 General Inquiry (905)456-3430
 Toll Free 1-800-701-2814
 Fax (905)874-4016
 8:30 - 5:00 


PROBATION - BURLINGTON

Unit 607, 2319 Fairview St
Burlington L7R 2E3
 General Inquiry (905)639-5371
 TTY (905)639-3304
 Toll Free 1-800-461-5876
 Fax (905)639-3415
 8:30 - 5:00 


PROBATION - CAMBRIDGE

35 Dickson St
Cambridge N1R 7A6
General Inquiry (519)623-6400
Fax (519)623-6562
8:30 - 5:00 

PROBATION - GUELPH


Wellington Plaza
86 Gordon St
Guelph N1H 4H6
General Inquiry (519)822-7500
Toll Free 1-800-567-2953
Fax (519)837-0789
8:30 - 5:00 


PROBATION - KITCHENER/WATERLOO


200A, 385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (519)886-4700
Toll Free 1-800-441-9820
Fax (519)885-1580
8:30 - 5:00 


PROBATION - MALTON

L L 19, 7205 Goreway Dr
Malton L4T 2T9
General Inquiry (905)677-8546
Fax (905)677-2039
8:30 - 5:00


PROBATION - MISSISSAUGA
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3148
Toll Free 1-800-361-0897
Fax (905)897-0925
8:30 - 5:00 

PROBATION - OAKVILLE
Unit 105, 465 Morden Rd
Oakville L6K 3W6
General Inquiry (905)842-3565
Toll Free 1-800-665-9431
Fax (905)842-0218
8:30 - 5:00 

PROBATION - ORANGEVILLE
c/o Provincial Court
1st Flr, 10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)942-1771
Fax (519)942-3035
8:30 - 5:00 


**THISTLETOWN REGIONAL CENTRE FOR
CHILDREN AND ADOLESCENTS**
Thistletown Regional Ctr
51 Panorama Crt
Etobicoke M9V 4L8
(416)326-0600 (Switchboard)
Fax (416)326-9078
8:30 - 5:00 

ADOLESCENT SERVICES

Thistletown Regional Ctr
51 Panorama Crt
Etobicoke M9V 4L8
General Inquiry (416)326-0735
8:30 - 5:00 


Adolescent Services provides a comprehensive range of clinical resources for hard-to-serve adolescents, their families, caregivers and other agencies. Clinical services are provided by a multi-disciplinary treatment team through day treatment, assessment and after care programs.

INTERFACE PROGRAM

Thistletown Regional Ctr
51 Panorama Crt
Etobicoke M9V 4L8
General Inquiry (416)326-0750
Fax (416)326-0936
9:00 - 5:00 


INTERFACE (Integrated Resources for **Family** Assessment, Consultation and Education) is a service developed to meet the needs of agencies and hard-to-serve families with troubled **children**

SAFE-T PROGRAM

Thistletown Regional Ctr
51 Panorama Crt
Etobicoke M9V 4L8
General Inquiry (416)326-0647
Fax (416)326-6581
8:30 - 5:00 


SAFE-T (Sexual **Abuse** Family Education, Treatment) is a specialized community based clinic offering clinical assessment, treatment and long term support to **children**, youth and their families where there is intrafamilial child sexual abuse, children with sexual behaviour problems and/or adolescent sexual offending.

TRE-ADD PROGRAM

Thistletown Regional Ctr
51 Panorama Crt
Etobicoke M9V 4L8
General Inquiry (416)326-0608
8:30 - 5:00 

TRE-ADD (Treatment, Research and Education for **Autism** and Developmental Disorders) is a comprehensive, community-based program for **children** and adolescents with autism and developmental disorders.

EASTERN REGIONAL OFFICE - OTTAWA

2nd 3rd 4th 5th 6th and 7th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-5264 (Employment Support)
TTY (613)787-3959 (ODSP Income Support)
Toll Free 1-800-267-5111
Fax (613)787-3990 (7th Flr)
Fax (613)787-4090 (6th Flr)
Fax (613)787-4096 (CVP, ODSP - Team 4)
Fax (613)787-6001 (HR, Eligibility Review, 2nd Flr)
Fax (613)787-5252 (Employment Supports)
8:30 - 5:00 

COMMUNITY SERVICES (C.S.)

Community Services provides services directly or through contracting with community-based mandated and other services described in the Ministry's Business Plan. Clients are **children** in need of protection, **young offenders**, children and adults with developmental **disabilities** and children requiring mental health supports. It also provides funds and supports to the Consolidated Municipal Services Managers (Municipalities) in the administration of Ontario Works, LEAP and **Homelessness** and Family Violence Programs.

ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES/SPECIAL SERVICES AT HOME

2nd Flr, 10 Rideau St

Ottawa K1N 9J1


(613)787-4064 (Special Services at Home)

(613)788-2399 (Assistance for Children with Severe Disabilities)

Toll Free 1-800-565-5374x354 (Cornwall)

Toll Free 1-800-267-5111 (Ottawa)

Fax (613)787-6001

8:30 - 5:00 


COMMUNITY SERVICES 1

7th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)234-1188

Fax (613)787-3990

8:30 - 5:00 

Children's and Community Services Programs provides service directly or through contracting with community-based mandated and other services described in the Ministry Business Plan. Clients are children in need of protection, young offenders, children requiring mental health supports and people in need of Family Violence Support.


COMMUNITY SERVICES 2

7th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)234-1188

Fax (613)787-3990

8:30 - 5:00 

Developmental Services provides services directly or through contracting with community-based mandated and other services described in the Ministry Business Plan. Clients are children and adults with developmental disabilities.


COMMUNITY SERVICES 3

7th Flr., 10 Rideau St.

Ottawa K1N 9J1

General Inquiry (613)234-1188

Fax (613)787-3990

8:30 - 5:00 

Municipal programs provide funds and support to the Consolidated Municipal Services Managers (Municipalities) in the administration of Ontario Works, LEAP, and Homelessness.

LOCAL OFFICES**CORNWALL LOCAL OFFICE**

3rd Flr, 4 Montreal Rd


Cornwall K6H 1B1

General Inquiry (613)932-3381

Toll Free 1-800-565-5374

Fax (613)933-0354 (3rd Flr ODSP)

Fax (613)932-1597 (Admin)

8:30 - 5:00 

HAWKESBURY LOCAL OFFICE


692 Main St E

Hawkesbury K6A 1B4

General Inquiry (613)632-1171

Toll Free 1-800-565-4431

Fax (613)632-6805

8:30 - 5:00 

PEMBROKE LOCAL OFFICE

3rd Flr, 77 Mary St

Pembroke K8A 5V4

General Inquiry (613)735-1073

TTY (613)735-7005

Toll Free 1-800-267-0112

TTY Toll Free 1-800-735-7005

Fax (613)735-6256

8:30 - 5:00 ♿

BARRY'S BAY SATELLITE OFFICE

Renfrew County Health Unit

6 Dunne St

PO Box 40

Barry's Bay K0J 1B0

General Inquiry (613)432-4886

General Inquiry (613)756-3506

8:30 - 4:30 ♿

RENFREW SUB OFFICE

357 Raglan St S

Renfrew K7V 1R6

General Inquiry (613)432-4886

TTY (613)432-8584

Toll Free 1-800-267-5872

Fax (613)432-9872

8:30 - 5:00 ♿

ONTARIO DISABILITY SUPPORT PROGRAM

5th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)234-1188

TTY 1-877-520-2328 (Employment Supports

Toll Free)

TTY (613)787-5264 (Employment Supports)

TTY (613)787-3959

Toll Free 1-800-267-5111

Fax (613)787-5252 (Employment Supports)

Fax (613)787-5255 (ERO)

Fax (613)788-2382 (ODSP Program Manager)

Fax (613)787-4096 (Team 2 & 4)

Fax (613)787-5291 (Team 3 & Team 5)

Fax (613)787-3262 (Admin. Support & Team

5 Intake)

8:30 - 5:00 ♿

INCOME SUPPORT**ODSP TEAM 1 - INCOME SUPPORT (ERO AND ORFUS)**

2nd Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)234-1188

TTY (613)787-3959

Toll Free 1-800-267-5111

Fax (613)787-5255

8:30 - 5:00 ♿

ODSP TEAM 2 - CONSOLIDATED VERIFICATION PROCESS

5th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)236-4313

TTY (613)787-3959

Fax (613)787-4096

8:30 - 5:00 ♿

ODSP TEAM 3 - INCOME SUPPORT (CASE MANAGEMENT)

5th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)234-1188

TTY (613)787-3959

Fax (613)787-5291

8:30 - 5:00 ♿

ODSP TEAM 4 - INCOME SUPPORT (CASE MANAGEMENT)

4th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)234-1188

TTY (613)787-3959

Fax (613)787-4096

8:30 - 5:00 ♿

ODSP TEAM 5 - INCOME SUPPORT INTAKE AND CASE MANAGEMENT

4th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)234-1188

General Inquiry (613)787-3951

TTY (613)787-3959

Fax (613)787-5291

Fax (613)787-3262

8:30 - 5:00 ♿

ODSP EMPLOYMENT SUPPORTS

4th Flr, 10 Rideau St


Ottawa K1N 9J1

General Inquiry (613)234-1188

TTY (613)787-5264

Toll Free 1-800-267-5111

Fax (613)787-5252


8:30 - 5:00 **PROBATION OFFICES****PROBATION SERVICES, CORNWALL**

Suite 301, 4 Montreal Rd

Cornwall K6H 1B1

General Inquiry (613)938-1581

Fax (613)933-0354


8:30 - 4:30 **PROBATION SERVICES, HAWKESBURY**

692 Main St E

Hawkesbury K6A 1B4

General Inquiry (613)632-1172

Fax (613)632-6805

8:30 - 5:00 **PROBATION SERVICES, OTTAWA**


1980 Ogilvie Rd

PO Box 175

Gloucester K1J 9L3

General Inquiry (613)742-0722

Fax (613)742-0721


8:30 - 5:00 **PROBATION SERVICES, PEMBROKE**

3rd Flr, 77 Mary St

Pembroke K8A 5R4

General Inquiry (613)735-1073

Fax (613)735-6256

8:30 - 4:30 **RIDEAU REGIONAL CENTRE - SMITHS FALLS**

PO Box 2000


Smiths Falls K7A 4T7

General Inquiry (613)284-0123

Fax (613)283-3463 (Administrator)

Fax (613)284-0279 (Director, Client Services - Clinical Lead)

Fax (613)284-0361 (Materiel Services/Finance Section)

8:15 - 4:30 **HAMILTON/NIAGARA REGIONAL OFFICE - HAMILTON**

Ellen Fairclough Bldg

Suite 600, 119 King St W

Hamilton L8P 4Y7

General Inquiry (905)521-7280

TTY (905)546-8276

TTY Toll Free 1-866-221-2229

Fax (905)521-7303 (ODSP Management/ Employment Supports Management)

Fax (905)546-8247 (Community Programs Unit)

Fax (905)546-8277 (Regional Director, Municipal Services Unit)


Fax (905)521-7442 (Business Unit & Information Technology)

Fax (905)521-7568 (Income Support & Employment Supports)

Fax (905)546-8284 (Income Support & Employment Supports)

Fax (905)521-7736 (Human Resources)

Fax (905)521-7565 (Probation Services)

8:30 - 5:00 **LOCAL OFFICES****BRANTFORD - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORTS**

3rd Flr Suite 302, 38 Darling St

Brantford N3T 6A8

General Inquiry (519)756-5790


(519)756-5790 (Income Support/Employment Supports)

TTY (519)756-3693


Toll Free 1-866-729-2228

TTY Toll Free 1-888-814-7005


Fax (519)756-2320

8:30 - 5:00 


HAMILTON - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORTS

Ellen Fairclough Bldg
Suite 600, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7280
(905)521-7549 (Employment Supports)
TTY (905)546-8276
Toll Free 1-800-561-0369
TTY Toll Free 1-866-221-2229
Fax (905)521-7303 (ODSP Management)
Fax (905)521-7568 (Income Support/
Employment Supports)
Fax (905)546-8284 (Income Support/
Employment Supports)
8:30 - 5:00 

SIMCOE - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORT
25 Kent St N


Simcoe N3Y 3S1
General Inquiry (519)426-9350
TTY (519)426-0351
Toll Free 1-800-265-8071
Fax (519)426-7909
8:30 - 5:00 

ST CATHARINES - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORTS


Garden City Tower
Mezzanine, 301 St Paul St
St Catharines L2R 7R4
(905)688-3022 (Employment Supports)
(905)688-3022 (Income Support)
TTY (905)688-1140
Toll Free 1-800-263-5413
Fax (905)688-2904
8:30 - 5:00 

PROBATION AND COMMUNITY SERVICES OFFICES


BRANTFORD, PROBATION SERVICES, PHASE I, YOUNG OFFENDERS

3rd Flr Suite 302, 38 Darling St
Brantford N3T 6A8
General Inquiry (519)756-5790
Fax (519)756-2320
8:30 - 5:00 


HAMILTON, PROBATION SERVICES, PHASE I, YOUNG OFFENDERS

Ellen Fairclough Bldg
8th Flr Suite 600, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7458
Fax (905)521-7565
8:30 - 5:00 


SIMCOE, PROBATION SERVICES, PHASE I, YOUNG OFFENDERS

25 Kent St N
Simcoe N3Y 3S1
General Inquiry (519)428-0380
Toll Free 1-800-265-8071
Fax (519)426-7909
8:30 - 5:00 


ST CATHARINES, COMMUNITY PROGRAMS

Ground Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3215
(905)704-3209 (SSAH/ACSD)
Toll Free 1-877-995-1499
Fax (905)704-3222
8:30 - 5:00 


ST CATHARINES, PROBATION SERVICES, PHASE I, YOUNG OFFENDERS

Ground Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3215
Toll Free 1-877-995-1499
Fax (905)704-3222
8:30 - 5:00 

NORTH EAST REGIONAL OFFICE


621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540x381
TTY (705)474-7665
Toll Free 1-800-461-6977
Fax (705)474-5446 (Administration, Early Years, Municipal Services, Program Management (ODSP))
Fax (705)474-3830 (Ontario Disability Support Program, Employment Supports)
Fax (705)474-5815 (Regional Director)
Fax (705)474-3825 (Program Unit, Business Services Unit)
Fax (705)474-5305 (Probation Services)
Fax (705)474-5044 (Human Resources Unit)
8:30 - 5:00 

COMMUNITY PROGRAMS


621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Fax (705)474-3825 (Program Unit)
8:30 - 5:00 

Children's Services, Developmental Services, Violence Against Women Programs, Special Services at Home and Assistance for Children with Severe Disabilities.


EARLY YEARS

621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
Fax (705)474-5446
8:30 - 5:00 


**LOCAL OFFICE - BRACEBRIDGE
ONTARIO DISABILITY SUPPORT
PROGRAM - INCOME SUPPORT AND
EMPLOYMENT SUPPORTS**

280 Manitoba St
PO Box 838
Bracebridge P1L 1S5
General Inquiry (705)645-8718
TTY (705)645-7904
Toll Free 1-800-665-9718
Fax (705)645-7568
8:30 - 5:00 


**NORTH BAY - ONTARIO DISABILITY
SUPPORT PROGRAM - INCOME
SUPPORT AND EMPLOYMENT
SUPPORTS**

621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Toll Free 1-800-461-6977
Fax (705)474-5446 (Program Management (ODSP))
Fax (705)474-3830 (ODSP)
8:30 - 5:00 

**BRACEBRIDGE - YOUNG OFFENDER
PROBATION SERVICES**

280 Manitoba St
Bracebridge P1L 1S5
General Inquiry (705)646-2781
Fax (705)645-7568 (Probation Services, Bracebridge)
8:30 - 5:00 


**HEARST - YOUNG OFFENDER
PROBATION SERVICES**

613 Front St
PO Box 806
Hearst P0L 1N0
General Inquiry (705)362-5145
Fax (705)372-1685
8:30 - 5:00 


**KIRKLAND LAKE - YOUNG OFFENDER
PROBATION SERVICES**

Suite 209, 10 Government Rd E
PO Box 787
Kirkland Lake P2N 3K4
General Inquiry (705)567-3391
Toll Free 1-800-461-4961
Fax (705)567-5011
8:30 - 5:00

**NEW LISKEARD - YOUNG OFFENDER
PROBATION SERVICES**

157 Whitewood Ave
PO Box 2260
New Liskeard P0J 1P0
(705)647-7134 (Young Offender Probation Services)
Fax (705)647-7467
8:30 - 4:45 

**NORTH BAY - YOUNG OFFENDER
PROBATION SERVICES**

621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
Toll Free 1-800-461-6977
Fax (705)474-5305
8:30 - 5:00 

PARRY SOUND - YOUNG OFFENDER**PROBATION SERVICES**


25 Church St

Parry Sound P2A 1Y2

General Inquiry (705)746-4016

Toll Free 1-800-465-8162 (Probation Services)

Fax (705)774-9548

8:30 - 5:00 **TIMMINS DISTRICT - YOUNG****OFFENDER PROBATION SERVICES**

Ontario Government Complex

Hwy 101 E


PO Bag 3040

South Porcupine P0N 1H0

General Inquiry (705)235-1700

Toll Free 1-800-461-9843

Fax (705)235-1705

8:30 - 5:00 **TIMMINS DISTRICT OFFICE**

Ontario Government Complex

Hwy 101 E

PO Bag 3040

South Porcupine P0N 1H0

General Inquiry (705)235-1700

TTY (705)235-1786

Toll Free 1-800-461-9843


Fax (705)235-1705 (Community Programs,

Probation Services, Program Review)

Fax (705)235-1724 (Administration & IT)

Fax (705)235-1778 (Ontario Disability

Support Program)

8:30 - 5:00 **LOCAL OFFICE - KIRKLAND LAKE****ONTARIO DISABILITY SUPPORT****PROGRAM - INCOME SUPPORT AND****EMPLOYMENT SUPPORTS**

Suite 209, 10 Government Rd E

PO Box 787


Kirkland Lake P2N 3K4

General Inquiry (705)567-3391

TTY (705)567-4645

Toll Free 1-800-461-4961

Fax (705)567-5011

8:30 - 5:00 **TIMMINS DISTRICT - ONTARIO****DISABILITY SUPPORT PROGRAM -****INCOME SUPPORT AND EMPLOYMENT****SUPPORTS**

Ontario Government Complex

Hwy 101 E

PO Bag 3040


South Porcupine P0N 1H0

General Inquiry (705)235-1700

TTY (705)235-1786

Toll Free 1-800-461-9843

Fax (705)235-1778

8:30 - 5:00 **NORTHERN REGIONAL OFFICE -****SUDBURY**

Provincial Bldg

Suite 1002, 199 Larch St

Sudbury P3E 5P9


General Inquiry (705)564-6699

Toll Free 1-800-265-1222

Toll Free 1-800-263-3347 (Northern Bursary

Program)

Fax (705)564-3099

8:30 - 5:00 **KENORA LOCAL OFFICE**

808 Robertson St

PO Bag 5400

Kenora P9N 3X9

General Inquiry (807)468-2400


TTY (807)468-2866

Toll Free 1-800-268-2970

Fax (807)468-2499 (Income Support)

Fax (807)468-2443 (Probation/HR/Admin)

Fax (807)468-2449 (Community Programs)

8:30 - 5:00 **LOCAL OFFICES****FORT FRANCES ONTARIO DISABILITY****SUPPORT**

283 Church St


PO Bag 782

Fort Frances P9A 3N1

General Inquiry (807)274-9846

Toll Free 1-800-668-1415

Fax (807)274-2572

8:15 - 4:30 

SIOUX LOOKOUT

51 Prince St


PO Box 338

Sioux Lookout P8T 1A5

General Inquiry (807)737-3813

Toll Free 1-800-465-9204

Fax (807)737-2363

8:15 - 4:30 **SAULT STE MARIE LOCAL OFFICE**

Roberta Bondar Pl


Suite 450, 70 Foster Dr

Sault Ste Marie P6A 6V4

General Inquiry (705)541-2100

Toll Free 1-800-825-7643

Fax (705)253-2082

8:30 - 5:00 **ONTARIO DISABILITY SUPPORT PROGRAM**

341 Queen St E


Sault Ste Marie P6A 1Z2

General Inquiry (705)253-2001

TTY (705)253-2091

Toll Free 1-800-825-7593

Fax (705)253-2090

8:30 - 5:00 **SAULT STE MARIE - PROBATION UNIT**

Roberta Bondar Pl


Suite 450, 70 Foster Dr

Sault Ste Marie P6A 6V4

General Inquiry (705)541-2100

Toll Free 1-800-825-7643

Fax (705)253-2082

8:30 - 5:00 **SUDBURY LOCAL OFFICE**

Provincial Bldg


Suite 601, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)564-8153

Toll Free 1-800-268-6119

Fax (705)564-3153

8:30 - 5:00 **LOCAL OFFICES****SUDBURY - ONTARIO DISABILITY SUPPORT PROGRAM**

Provincial Bldg

Suite 501, 199 Larch St

Sudbury P3E 5P9


(705)564-4515 (Automated Directory)

TTY (705)564-3233

Toll Free 1-800-461-1167

TTY Toll Free 1-866-883-8689

Fax (705)564-2163

8:30 - 5:00 **PROBATION AND COMMUNITY SERVICES OFFICES****SUDBURY - PROBATION**

Provincial Bldg

Suite 501, 199 Larch St

Sudbury P3E 5P9


General Inquiry (705)564-4515

TTY (705)564-3233

Toll Free 1-800-461-1167

TTY Toll Free 1-866-883-8689

Fax (705)564-2163

8:30 - 5:00 **THUNDER BAY LOCAL OFFICE**

1st Flr, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)473-3130


TTY (807)473-3151

Toll Free (807)465-5561

TTY Toll Free 1-800-544-6443

Fax (807)475-1475 (Direct Services)

Fax (807)475-1295 (Program Management)

8:30 - 5:00 **SOUTH EAST REGIONAL OFFICE - KINGSTON**

11 Beechgrove Lane

Kingston K7M 9A6


General Inquiry (613)545-0539

TTY (613)536-7304

Toll Free 1-800-646-3209

Fax (613)536-7300 (Regional Director's Office)

Fax (613)536-7272 (General)

8:30 - 5:00 

ONTARIO DISABILITY SUPPORT PROGRAM

11 Beechgrove Lane

Kingston K7M 9A6

General Inquiry (613)536-7328

TTY (613)536-7304

Toll Free 1-800-646-3209

Fax (613)536-7272

8:30 - 5:00 ♿

ONTARIO DISABILITY SUPPORT PROGRAM - BELLEVILLE

199 Dundas St E

PO Box 816

Belleville K8N 5B5

General Inquiry (613)962-9562

TTY (613)962-2927

Toll Free 1-800-267-4355

Fax (613)966-9788

8:30 - 5:00 ♿

ONTARIO DISABILITY SUPPORT PROGRAM - BROCKVILLE

Brockville Commercial Ctr

Suite 205, 51 King St E

Brockville K6V 1A8

General Inquiry (613)345-1200

Toll Free 1-800-267-0834

Fax (613)345-1332

8:30 - 5:00 ♿

ONTARIO DISABILITY SUPPORT PROGRAM - KINGSTON

Suite 103, 1055 Princess St

Kingston K7L 5T3

General Inquiry (613)545-4553

TTY (613)545-4532

Toll Free 1-800-267-0236

Fax (613)545-4550

8:30 - 5:00 ♿

ONTARIO DISABILITY SUPPORT PROGRAM - SMITHS FALLS

Unit 97, 91 Cornelia St W

Smith Falls K7A 5L3

General Inquiry (613)283-1165

TTY (613)283-1256

Toll Free 1-800-267-7911

Fax (613)283-1121

8:30 - 5:00 ♿

PROBATION AND COMMUNITY SERVICES OFFICES**BELLEVILLE - PROBATION SERVICES**

Suite 103, 121 Dundas St E

Belleville K8N 1C3

(613)967-2011 (General Inquiry & Probation Officers)

Toll Free 1-800-465-5791

Fax (613)967-2009

8:30 - 5:00 ♿

BROCKVILLE - PROBATION SERVICES

Suite 202, 51 King St E

Brockville K6V 1A8

(613)345-1200 (General Inquiry & Probation Officers)

Toll Free 1-800-267-0834

Fax (613)345-8009

8:30 - 5:00 ♿

KINGSTON - PROBATION SERVICES

11 Beechgrove Lane

Kingston K7M 9A6

General Inquiry (613)536-7270

Toll Free 1-800-646-3209

Fax (613)536-7272

8:30 - 5:00 ♿

PROGRAM COMPLIANCE AND REVIEW

MCFCS - South East Region

11 Beechgrove Lane

Kingston K7M 9A6

General Inquiry (613)536-7275

TTY (613)536-7304

Fax (613)545-1022

8:30 - 5:00 ♿

SOUTH WEST REGIONAL OFFICE - LONDON

2nd Flr Suite 203, 217 York St

PO Box 5217

London N6A 5R1

General Inquiry (519)438-5111

TTY (519)663-5276

Toll Free 1-800-265-4197

Fax (519)679-7079 (Probation Services)

Fax (519)672-4683 (CSU/ODSP)

Fax (519)471-9664 (ORFUS)

Fax (519)672-9510 (Regional Director/
Business Unit)

Fax (519)438-7702 (Municipal/First Nations)

Fax (519)438-7703 (Human Resources)

8:30 - 5:00 ♿

OFFICES

CHATHAM

1023 Richmond St W

PO Box 685

Chatham N7M 5K8

General Inquiry (519)352-5040

TTY (519)352-6008

Toll Free 1-800-265-2705

Fax (519)352-9241 (Probation)

Fax (519)352-2813 (ODSP)

8:30 - 5:00 ♿

CLINTON

100 Don St

PO Box 1150

Clinton N0M 1L0

General Inquiry (519)482-7060

Toll Free 1-800-265-3955

Fax (519)482-9760

8:30 - 5:00 ♿

LONDON

Suite 203, 217 York St

PO Box 5217

London N6A 5R1

General Inquiry (519)438-5111

TTY (519)663-5276

Toll Free 1-800-265-4197

Fax (519)672-9510 (Regional Director, 2nd Flr)

Fax (519)679-7079 (Probation)

Fax (519)672-4683 (CSU/ODSP)

Fax (519)438-7702 (Municipal/First Nations)

Fax (519)438-7703 (Human Resources)

Fax (519)471-9664 (ORFUS)

8:30 - 5:00 ♿

OWEN SOUND

1st Flr, 945 3rd Ave E

PO Box 697

Owen Sound N4K 5R4

General Inquiry (519)376-1951

TTY (519)376-3307

Toll Free 1-800-265-3790

Fax (519)376-4544 (ODSP)

Fax (519)376-4254 (CSU/Probation)

8:30 - 5:00 ♿

SARNIA

Lambton Shared Services Ctr

150 Christina St N

Sarnia N7T 8H4

General Inquiry (519)337-3735

TTY (519)337-4804

Toll Free 1-800-663-7633

Fax (519)337-8493 (Probation)

Fax (519)337-7122

8:30 - 5:00 ♿

ST THOMAS

3rd Flr, 427 Talbot St

PO Box 309

St Thomas N5P 3T9

General Inquiry (519)631-3032

TTY (519)637-2217

Toll Free 1-800-561-3886

Fax (519)631-9174

8:30 - 5:00 ♿

STRATFORD

581 Huron St

Stratford N5A 5T8

General Inquiry (519)271-1530

TTY (519)271-0124

Toll Free 1-800-565-5762

Fax (519)271-9971

8:30 - 5:00 ♿

WINDSOR

Ontario Government Bldg

250 Windsor Ave

PO Box 1810 Stn A

Windsor N9A 7E3

General Inquiry (519)254-1651

TTY (519)254-4850

Toll Free 1-800-387-7327

Fax (519)255-7976 (ODSP)

Fax (519)255-1152

Fax (519)254-3691 (Probation)

Fax (519)254-1917 (Human Resources)

8:30 - 5:00 ♿

WOODSTOCK

93 Graham St

Woodstock N4S 6J8

General Inquiry (519)537-5579

TTY (519)537-8492

Toll Free 1-800-461-7296


Fax (519)537-8529

8:30 - 5:00 ♿


REGIONAL FACILITIES

2nd Flr Suite 203, 217 York St
PO Box 5217
London N6A 5R1

CHILD AND PARENT RESOURCE INSTITUTE (CPRI)

600 Sanatorium Rd
London N6H 3W7
General Inquiry (519)858-2774
Fax (519)858-3913
Fax (519)858-3935
8:30 - 4:30 

SOUTHWESTERN REGIONAL CENTRE (SRC)


RR 1
Blenheim N0P 1A0
General Inquiry (519)676-5431
General Inquiry (519)676-6000
Fax (519)676-5836
24 Hours 

HEALTH SERVICES


Southwestern Regional Ctr
RR 1
Blenheim N0P 1A0

The Health Services unit provides provision of health care, clinical services and therapeutic **rehabilitation** for residents of the centre.

TORONTO REGIONAL OFFICE


3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0500
(416)325-0537 (Regional Director's Office)
Fax (416)325-0541 (Regional Director's Office)
8:30 - 5:00 

ADULT DEVELOPMENTAL SERVICES UNIT

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0621
(416)325-0649 (Program Manager)
Fax (416)325-0613
8:30 - 5:00 


Adult Developmental Services Unit programs are delivered by transfer payment agencies. These programs are monitored to ensure accountability.

SPECIAL SERVICES AT HOME AND ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES

Suite 220, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0623
(416)325-0637 (Program Supervisor)
Fax (416)325-9640
8:30 - 5:00 


The Special Services at Home (SSAH) program provides funding for disabled children or adults living at home. Assistance for Children with Severe **Disabilities** (ACSD) provides financial assistance for disabled children living at home.

COMPLIANCE REVIEW SERVICES

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0652
(416)325-0585 (Manager)
Fax (416)325-0571
8:30 - 5:00 


Compliance Review Services inspect and license all **child care** centres operating in accordance with the Day Nurseries Act, and all children's residential programs operating in accordance with the Child and Family Services Act.


CHILDREN'S SERVICES UNIT


3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0575
(416)325-0576 (Program Manager)
Fax (416)325-5735
8:30 - 5:00 


Children's Services Unit programs are delivered by transfer payment agencies and include young offender services (ages 12-15 years), children's mental health, child welfare, and services for the developmentally delayed. These programs are monitored to ensure accountability.


PROBATION SERVICES

CENTRAL TORONTO PROBATION
Ground Flr, 40 Wellesley St E
Toronto M4Y 1G4
General Inquiry (416)314-8550
Fax (416)314-8560
8:30 - 5:00 


EAST TORONTO PROBATION
2nd Flr, 2500 Lawrence Ave E
Toronto M1P 2R7
General Inquiry (416)314-8406
Fax (416)314-8399
8:30 - 5:00 

NORTH TORONTO PROBATION
Suite 6, 3200 Dufferin St
Toronto M6A 2T3
General Inquiry (416)314-6444
Fax (416)314-6461
8:30 - 5:00 

WEST TORONTO PROBATION
Suite 300, 5464 Dundas St W
Toronto M9B 1B4
General Inquiry (416)314-3832
Fax (416)314-3842
8:30 - 5:00 


YOUNG OFFENDER SERVICES
3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0610
Fax (416)325-5736
8:30 - 5:00 

HUMAN RESOURCES UNIT

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)326-0411
(416)325-0494 (Manager)
Fax (416)325-9614
8:30 - 5:00 


The Human Resources Unit determines the future staffing needs of the region and ensures that recruitment, retention, learning and training are in place to support the work of the region.

MUNICIPAL SERVICES UNIT

3rd Flr, 477 Mount Pleasant Rd
 Toronto M7A 1G1
 General Inquiry (416)325-0622
 (416)326-0412 (Program Manager)
 Fax (416)325-0613
 8:30 - 5:00 


The Municipal Services Unit oversees social services delivered by the City of Toronto such as Ontario Works, hostels and child care. Transfer-payment agencies provide Violence Against Women programs and Early Years Centres.


ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)


3rd Flr, 477 Mount Pleasant Rd
 Toronto M7A 1G1
 (416)325-4731 (Program Manager)
 French Phone (416)325-4813 (ODSP Income & Employment Supports)
 Fax (416)325-0613 (Program Manager's Office)
 8:30 - 5:00 


The Ontario **Disability** Support Program provides income support and employment support to eligible adults with disabilities.


LOCAL OFFICES

ODSP, 1870 WILSON AVENUE
 1870 Wilson Ave
Toronto M9M 1A5
 General Inquiry (416)325-5900
 TTY (416)325-5846
 Fax (416)325-5901 (Income Support)
 Fax (416)325-5946 (Administration)
 8:30 - 5:00 

ODSP, 385 YONGE STREET
 2nd Flr, 385 Yonge St
Toronto M5A 3A4
 General Inquiry (416)314-5700
 TTY (416)314-3393
 Fax (416)314-5001 (Administration)
 Fax (416)314-3843 (Income Support)
 8:30 - 5:00 

ODSP, 47 SHEPPARD AVENUE EAST
 6th Flr, 47 Sheppard Ave E
Toronto M2N 5X5
 General Inquiry (416)314-6514
 TTY (416)314-3596
 Fax (416)314-6769 (Income Support)
 Fax (416)314-6649 (Administration)
 8:30 - 5:00 

ODSP, 770 BIRCHMOUNT ROAD
 Suite 30, 770 Birchmount Rd
Toronto M1K 5H3
 General Inquiry (416)325-0123
 TTY (416)326-7290
 Fax (416)325-0175 (Income Support)
 Fax (416)325-0953 (Administration)
 8:30 - 5:00 

ONTARIO DISABILITY SUPPORT
 PROGRAM (ODSP) EMPLOYMENT
 SUPPORTS
 Suite 220, 477 Mount Pleasant Rd
Toronto M7A 1G1
 General Inquiry (416)325-0693
 (416)325-1896 (Program Manager)
 TTY (416)314-5701
 Fax (416)325-1983
 Fax (416)325-9643 (Resource Room)
 8:30 - 5:00 

SOCIAL ASSISTANCE AND MUNICIPAL OPERATIONS BRANCH


25th Flr, 2 Bloor St W

Toronto M7A 1E9

General Inquiry (416)325-5097

Fax (416)326-3793

Fax (416)212-1257

8:30 - 5:00 

The Social Assistance and Municipal Operations Branch is responsible for providing management support and operational assistance to Regional Offices, Consolidated Municipal Service Delivery Managers and District Social Services Administration Boards. SAMO is responsible for providing management support to the delivery of social assistance programs and overseeing the following ministry programs: Ontario Disability Support Program; Ontario Works; Child Care; Employment Supports; Service Delivery Model; Disability Adjudication; Fraud Hotline; Homelessness; Provincial Municipal Liaison; Ontario Works Support Arrangement Services.

DISABILITY ADJUDICATION UNIT

PO Box B18

Toronto M7A 1R3

TTY (416)326-3372

Toll Free 1-888-256-6758

Fax (416)326-6913

The **Disability** Adjudication Unit provides central adjudication services for applicants referred from provincial Ontario Disability Support Program offices and Ontario Works offices to determine whether an applicant meets the eligibility criteria as a person with a disability as defined by the Ontario Disability Support Program Act.

ONTARIO WORKS SUPPORT ARRANGEMENT SERVICES

PO Box B18

Toronto M7A 1A3

General Inquiry (416)325-5097

Fax (416)325-5239

Toll Free Fax 1-800-772-6836

8:30 - 5:00

Ontario Works Support Arrangement Services (OWSAS) manages the preparation of affidavits requested by the Legal Services Branch; processes assignments for ODSP cases; confirms the presence of an assignment, and assists with reimbursements to former FBA/ODSP recipients.

WELFARE FRAUD HOTLINE UNIT


PO Box B30

Toronto M7A 1E9

Toll Free 1-800-394-7867


The **Welfare Fraud** Hotline Unit number is available for the public to report suspected cases of Ontario Works or Ontario Disability Support Program Fraud.

SOCIAL ASSISTANCE AND EMPLOYMENT OPPORTUNITIES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5421
Fax (416)325-5424
8:30 - 5:00 

The Social Assistance and Employment Opportunities Division is responsible for the development of policies and programs, and implementation planning in the area of social assistance and employment opportunities. It supports reform of the social assistance system. The division includes the Ontario Works Branch; and the Ontario Disabilities Support Program Branch.

ONTARIO DISABILITY SUPPORT PROGRAM BRANCH

Hepburn Block
3rd Flr Rm 386, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-1880
Fax (416)326-1735
cfcs.gov.on.ca/CFCS/en/programs
9:00 - 5:00 


The Ontario Disability Support Program Branch is responsible for income and employment support policy for persons with disabilities. In addition, the branch is responsible for the social assistance forecast as well as caseload and expenditure analysis.

INCOME AND EMPLOYMENT SUPPORT POLICY UNIT

Hepburn Block
3rd Flr Rm 386, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-1880
Fax (416)326-1735
9:00 - 5:00


The Income and Employment Support Policy Unit is responsible for policy development, program design and implementation planning for the Ontario Disability Support Program. The income support component provides financial assistance for people with disabilities. The employment support component is designed to help people with disabilities to prepare for, obtain or maintain employment.

INCOME SUPPORT, COMPLIANCE AND FRAUD CONTROL UNIT

Hepburn Block
3rd Flr Rm 386, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-8200
Fax (416)326-6610
9:00 - 5:00 


The Income Support, Compliance and **Fraud** Control Unit is responsible for policy development, program design and implementation planning for issues related to determining financial eligibility for ODSP. It is also responsible for fraud control, policy, information sharing, overpayments and **appeals**.

STATISTICS AND ANALYSIS UNIT

Hepburn Block
3rd Flr Rm 386, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5282
Fax (416)314-8503
9:00 - 5:00 

The **Statistics** and Analysis Unit supports the Ontario Disability Support Program and Ontario Works policy and program development through statistical analysis and forecasting. The unit analyzes social assistance data and prepares multi-year social assistance forecasts using economic and labour market trends.


ONTARIO WORKS BRANCH

4th Flr Rm 434, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-8205
Fax (416)326-9777
8:30 - 5:00 

The Ontario Works Branch undertakes policy analysis and program development to support the ministry's Ontario Works program.

AGENCIES, BOARDS AND COMMISSIONS


SOCIAL BENEFITS TRIBUNAL

7th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)326-0978
Toll Free 1-800-753-3895
Fax (416)326-5135
8:30 - 5:00 

On June 1, 1998 a new **social assistance appeal** tribunal was created called the Social Benefits Tribunal. The Tribunal will eventually replace the Social Assistance Review Board. This Tribunal is a quasi-judicial tribunal that reviews decisions relating to social assistance in the province of Ontario. The Tribunal has jurisdiction to hear appeals regarding the refusal to grant a benefit, the suspension or cancellation of a benefit, the reduction of a benefit or the amount of a benefit as set out in the Ontario Works Act, 1997 and the Ontario **Disability** Support Plan Act, 1997.

Hearings are held throughout the province and are usually conducted by single member panels.

SOCIAL ASSISTANCE REVIEW BOARD

7th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)326-5104
Toll Free 1-800-387-5655
Fax (416)326-5135
8:30 - 5:00 

The **Social Assistance** Review Board is an independent body that holds province-wide **hearings** of **appeals** by individuals regarding decisions on General **Welfare** Assistance (GWA), **Vocational Rehabilitation** Services (VRS) and Family Benefits (FBA).

ACTS

Charitable Institutions Act, R.S.O. 1990, c. C9
Child and Family Services Act, R.S.O. 1990, c. C.11
Child and Family Services Amendment Act (Child Welfare Reform), 1990, S.O. 1999, C.2
Day Nurseries Act, R.S.O. 1990, c. D.2
Developmental Services Act, R.S.O. 1990, c. D.11
District Social Services Administration Boards Act, R.S.O. 1990, c. D15
Family Benefits Act, R.S.O. 1990, c. F2
Family Responsibility and Support Arrears Enforcement Act, 1996, S.O. 1996, c.31
Indian Welfare Services Act, R.S.O. 1990, c. I.4
Intercountry Adoption Act, 1998, S.O. 1998, c.29
Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20
Ontario Disability Support Program Act, 1997, S.O. 1997, c.25, Schedule B
Ontario Works Act, 1997, S.O. 1997, c. 25, Schedule A
Prevention of Unionization Act (Ontario Works), 1998, S.O. 1998, c.17
Social Assistance Reform Act, 1997, S.O. 1997, c.25
Social Work and Social Service Work Act, 1998, S.O. 1998, c.31
Soldiers' Aid Commission Act, R.S.O. 1960, c.377

MINISTRY OF CONSUMER AND BUSINESS SERVICES

Eaton Tower

35th Flr, 250 Yonge St


Toronto M5B 2N5

General Inquiry (416)326-8555

TTY (416)325-3408

Toll Free 1-800-268-1142

TTY Toll Free 1-800-268-7095

www.cbs.gov.on.ca 

The Ministry of Consumer and Business Services promotes a fair, safe and informed marketplace that supports a competitive economy in Ontario. It provides individuals and businesses greater choice in how, when and where they access government services and products. Through programs like Ontario Business Connects, Publications Ontario and Government Information Counters, we are working to provide better services for businesses and individuals. MCBS sets standards of conduct for businesses; promotes consumer rights; investigates questionable business practices; registers vital statistics such as births, deaths, marriages and changes of names, land transfers and ownership, and personal property. Alcohol and Gaming Commission regulates beverage alcohol and ensures integrity in the gaming sector; Ontario Film Review Board classifies films and videos; Office of the Athletics Commissioner sanctions all boxing and wrestling events; Licence Appeal Tribunal hears appeals in a variety of areas.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

Eaton Tower

35th Flr, 250 Yonge St


Toronto M5B 2N5

General Inquiry (416)326-8525

Fax (416)326-8543

Fax (416)326-8387

www.cbs.gov.on.ca

8:30 - 6:00 

The Communications Services Branch presents the ministry as a responsive, innovative world leader in customer service and consumer protection by delivering quality products for a fair, safe, dynamic and informed marketplace. The branch assists in the design and management of enterprise-wide, integrated electronic and counter-based service delivery systems and assists in developing strategic communications plans and products for the public. The branch informs the public, client groups and media of the ministry's activities through the preparation and distribution of news releases, newsletters, brochures and other publications, and speeches and statements.

INTERNAL AUDIT SERVICES


Eaton Tower

33rd Flr, 250 Yonge St

Toronto M5B 2N5

General Inquiry (416)314-9500

Fax (416)314-9517

8:30 - 5:00 

Internal Audit Services assists the Deputy Minister and ministry management in achieving program objectives by providing assurance that control processes are satisfactory, furnishing recommendations to improve the economy, efficiency and effectiveness of operation, IT systems, and ministry programs, and assessing the adequacy of criteria measuring program effectiveness.

The branch evaluates the adequacy of financial, operational and management controls designed to help safeguard ministry assets. This office ascertains the extent of compliance with ministry and government policies and guidelines. The branch assists ministry management by reviewing and providing assurance over the quality, completeness, and effectiveness of the ministry's risk assessment practices and programs. In partnership with management, staff also act as consultants in the development of major information systems to ensure project success, system control and data integrity.

LEGAL SERVICES

Eaton Tower

33rd Flr, 250 Yonge St

Toronto M5B 2N5

(416)314-5180 (Property Law)

(416)326-8455 (Business Practices)

(416)314-5182 (Company Law)


(416)314-5180 (Personal Property Security Registration)

(416)326-8845 (Condominium Act)

(416)314-5180 (Real Property Registration)

Fax (416)326-8456

Fax (416)314-5179

8:30 - 5:15 

Legal Services Branch provides legal services to the ministry on the interpretation of consumer and business statutes and regulations, and the preparation and review of proposed legislation and regulations. The office also carries out civil litigation and prosecutions under ministry legislation. Particular areas for which legal services are responsible to the ministry include real property and personal property registration, companies law, trade, liquor and gaming, technical standards and business practices, electronic service delivery and integrated service delivery.

ECONOMICS AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Eaton Tower


33rd Flr, 250 Yonge St

Toronto M5B 2N5

General Inquiry (416)326-9400


(416)326-9444 (Service Desk)

Fax (416)326-9424

8:30 - 5:00 


The Economics and Business Cluster is responsible to provide information management and information technology services to the ministries of Consumer and Business Services; Enterprise, Opportunity and Innovation; Energy and Labour. The Cluster's mission is two-fold: to provide timely and cost effective support to its client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and, secondly to further the Ontario Government's overall I&IT strategy. This is achieved by providing the following services: business solutions; architecture and planning; application development and production support; and, information technology operations and client support.

INTEGRATED SERVICE DELIVERY DIVISION

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6205
Fax (416)326-3229 (Financial Analysts)
Fax (416)326-5106
www.cbs.gov.on.ca/Online_Services
8:00 - 5:00 


The Integrated Service Delivery Division is developing and implementing an adaptive, cost effective, customer-centered, multi-channel service delivery. This will provide individuals, businesses and other organizations with seamless, speedy access to government information, services and products and offer choice in how, when and where they access these services.

BUSINESS DEVELOPMENT BRANCH

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)212-0746
8:00 - 5:00 

Business Development Branch is responsible for liaison with program ministries and other jurisdictions to identify and develop new initiatives for integrated delivery of government information and services to individuals, businesses and other organizations.

ESD IMPLEMENTATION (BUSINESS)


Eaton Tower
16th Flr, 250 Yonge St
Toronto M5B 2N5
TTY (416)326-8566
Toll Free 1-800-565-1921 (Province-Wide)
Fax (416)326-3392 (250 Yonge St)
Fax (416)314-5125 (393 University Ave)
www.cbs.gov.on.ca/obc
8:30 - 5:00 

ESD Implementation (**Business**) is a government initiative to simplify and streamline the existing **registration**, renewal and reporting process for Ontario businesses. These services are offered through 140 self-help computer workstations located throughout the province, Internet access and licensed wholesalers. New and existing businesses can register their **Business Name** instantly and complete these commonly required applications: **Retail Sales Tax Vendor Permit**, **Employer Health Tax**, and **Workplace Safety and Insurance Board**. They can also renew their Business Name registration and conduct a business name search. The Ontario Business Connects Web site allows users to change their business information, subscribe to the MyBIS information service and apply for provincial and federal programs. The Unit is also responsible for developing an Integrated Service Delivery strategy for the business community in Ontario.

Services offered to the Public:


Ontario Business Connects

ESD IMPLEMENTATION (INDIVIDUALS)

Eaton Tower
16th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-0121
Fax (416)326-5550
8:30 - 5:00 


Electronic Service Delivery Implementation Branch for Individuals, through strategic private sector partnerships and/or contracts, builds and operates electronic service delivery channels (internet, telephone and public access terminals) and builds up an array of services aligned with the over-the-counter strategy. It assists ministries and other jurisdictions in planning and implementing integrated electronic service delivery systems/solutions.

INFORMATION AND SERVICES BRANCH

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-1234
Fax (416)326-3229
8:30 - 5:00 


Information and Services Branch manages the operation of direct service delivery of an integrated client contact centre (Access and Inquiry Services), Publications Ontario and a network of Government Information Centres providing over-the-counter information and selected government services in 61 communities.

ACCESS AND INQUIRY SERVICES

Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)325-3420
Fax (416)325-3407
8:30 - 5:00 


Access and Inquiry Services provides public access to government information. The section is made up of three units: Citizens' Inquiry Bureau (CIB), Access Ontario in Ottawa, and Databases and Directories (D&D).

ACCESS ONTARIO

Ottawa Courthouse Bldg
2nd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)238-3630
TTY (613)566-2235 (TTY/Teletypewriter users only)
Toll Free 1-800-268-8758 (Within Area Code 613)
Fax (613)566-2234
8:00 - 5:00 


Access Ontario provides a **bilingual information and referral service** for telephone and walk-in inquiries. It provides an access point for information on government programs and services, locations and staff. Two Ontario **Business Connects** terminals are available for business **registrations**. Access Ontario offers a range of free and priced **publications**, and sells **hunting and fishing licences**.

CITIZENS' INQUIRY BUREAU

Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)326-1234
TTY (416)325-3408 (TTY/Teletypewriter users only)
Toll Free 1-800-267-8097 (General Inquiry)
TTY Toll Free 1-800-268-7095 (TTY/Teletypewriter users only)
Fax (416)325-3407
www.gov.on.ca
8:30 - 5:00 


Citizens' Inquiry Bureau provides a **bilingual information and referral service**. It provides an access point for information on government programs and services, locations and staff. Services are provided by telephone, over the counter and using the feedback form on the Government of Ontario Web site.

DATABASES AND DIRECTORIES

5th Flr, 880 Bay St
Toronto M7A 1N8
General Inquiry (416)327-3642
(416)327-2993 (Blue Pages Control Desk)
Fax (416)327-3652
Fax (416)314-3603 (Blue Pages)
www.infogo.gov.on.ca
8:30 - 5:00 

Databases and Directories collects and organizes information about the Ontario government and makes it available to the public and internal staff. The section administers the PACE (Public Access Corporate Enquiry) database which contains information about government personnel, offices, services and freedom of information **records**. PACE is available on the Internet and Intranet through INFO-GO and in hard copy publications, the Government of Ontario Telephone Directory and the KWIC Index to Services. The Freedom of Information Directory is available on the Internet. This unit also coordinates the Blue Pages, the government listings found in telephone books across the province.

GOVERNMENT INFORMATION CENTRES

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)327-2369
Fax (416)326-5106
www.gov.on.ca/MBS/english/maps/gic/index.html
8:30 - 5:00 

Government Information Centres (GICs) are located in 61 communities across Ontario, and offer over-the-counter information and selected government services. Responsibility for the operation of the Centres is divided between Ministry of Consumer and Business Services and Ministry of Northern Development and Mines. Policy lead is with Ministry of Consumer and Business Services. To find a GIC in the northern region of Ontario, look under Ministry of Northern Development and Mines.

GREATER TORONTO REGIONAL OFFICE

Macdonald Block
 Government Information Ctr, 900 Bay St
Toronto M7A 1N3
 General Inquiry (416)325-8643
 Fax (416)325-3407
 8:30 - 5:00 ♿

AURORA

50 Bloomington Rd W
Aurora L4G 3G8
 General Inquiry (905)713-6896
 TTY (416)325-3408
 Fax (905)713-6906
 8:30 - 5:00 ♿

DOWNSVIEW

Bldg A
 2860 Keele St
Toronto M3M 3E6
 General Inquiry (416)235-3744
 TTY (416)325-3408
 Fax (416)235-3777
 8:30 - 5:00 ♿

TORONTO

Macdonald Block
 900 Bay St
Toronto M7A 1N3
 General Inquiry (416)326-1234
 TTY (416)325-3408
 Fax (416)325-3407
 8:00 - 5:00 ♿

SOUTHEASTERN REGIONAL OFFICE

Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
 General Inquiry (613)727-2827
 Fax (613)727-2900
 8:30 - 5:00 ♿

BANCROFT

50 Monck St
 PO Box 300
Bancroft K0L 1C0
 Toll Free 1-800-746-5520
 Fax (613)332-4027
 8:30 - 5:00 ♿

BELLEVILLE

2nd Flr, 15 Victoria Ave
 PO Box 7
Belleville K8N 1Z5
 General Inquiry (613)968-3769
 Fax (613)968-3606
 8:30 - 5:00 ♿

BROCKVILLE

Land Registry Office
 Market St Entrance, 7 King St W
Brockville K6V 3P7
 General Inquiry (613)498-0506
 Fax (613)345-7390
 8:30 - 5:00 ♿

CORNWALL

127 Sydney St
Cornwall K6H 3H1
 General Inquiry (613)932-5332
 Fax (613)932-4524
 8:30 - 5:00 ♿

HAWKESBURY

692 Main St E
Hawkesbury K6A 1B4
 General Inquiry (613)632-2192
 Fax (613)636-0345
 8:30 - 5:00 ♿

KINGSTON

Beechgrove Complex
 51 Heakes Lane
Kingston K7M 9B1
 General Inquiry (613)536-7372
 Fax (613)531-5730
 8:30 - 5:00 ♿

LINDSAY

322 Kent St W
Lindsay K9V 4T7
 General Inquiry (705)324-3849
 Toll Free 1-877-994-9928
 Fax (705)324-8440
 8:30 - 5:00 ♿

MINDEN

Hwy 35 By-pass
 PO Box 820
Minden K0M 2K0
 General Inquiry (705)286-1521
 Fax (705)286-4355
 8:30 - 5:00 ♿

OTTAWA

Courthouse
 2nd Flr, 161 Elgin St
Ottawa K2P 2K1
 General Inquiry (613)238-3630
 TTY (613)566-2235
 Toll Free 1-800-268-8758
 Fax (613)566-2234
 8:00 - 5:00 ♿


PEMBROKE

31 Riverside Dr

Pembroke K8A 8R6

General Inquiry (613)732-3661

Fax (613)732-6998

8:30 - 5:00 **PETERBOROUGH**


North Tower

1st Flr, 300 Water St

Peterborough K9J 8M5

General Inquiry (705)755-4427

Fax (705)755-1677

8:30 - 5:00 **RENFREW**


315 Raglan St S

Renfrew K7V 1R6

General Inquiry (613)432-4841

Toll Free 1-800-267-8816

Fax (613)432-2600

8:30 - 5:00 **SMITHS FALLS**


91 Cornelia St W

Smith Falls K7A 5L3

General Inquiry (613)283-7002

Toll Free 1-888-784-7605

Fax (613)283-7005


8:30 - 4:00 **WHITBY**

590 Rossland Rd E

Whitby L1N 9G5

General Inquiry (905)430-1216

Fax (905)430-1230

8:30 - 5:00 **SOUTHWESTERN REGIONAL OFFICE**


Atrium

1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-4982

Fax (519)826-6363


8:00 - 5:00 **BARRIE**

34 Simcoe St

Barrie L4N 6T4

General Inquiry (705)737-0823

Fax (705)737-5722

8:30 - 5:00 **BRAMPTON**

1st Flr, 7765 Hurontario St

Brampton L6W 4S8

General Inquiry (905)874-3990

Fax (905)874-4012

8:30 - 5:00

CHATHAM

Chatham Civic Ctr

315 King St W

PO Box 640

Chatham N7M 5K8

General Inquiry (519)436-3297

Toll Free 1-800-714-7497

Fax (519)436-3227

8:00 - 5:00

GUELPH

1st Flr, 1 Stone Rd W


Guelph N1G 4Y2

General Inquiry (519)826-6567

TTY (519)826-7402

TTY Toll Free 1-877-877-6313

Fax (519)826-3633

8:00 - 5:00 **HALTON**

Halton Regional Administrative Ctr

1151 Bronte Rd

Oakville L6M 3L1

General Inquiry (905)825-6000

Toll Free 1-866-442-5866

Fax (905)825-9902

HAMILTON

Ellen Fairclough Bldg

Ground Flr, 119 King St W

Hamilton L8P 4Y7

General Inquiry (905)521-7825

Fax (905)521-7851

8:30 - 4:00

KITCHENER

City Hall

Main Flr, 200 King St W

PO Box 1118

Kitchener N2G 4G7

General Inquiry (519)576-6517

Toll Free 1-800-837-0877

Fax (519)576-6377

8:00 - 5:00

LONDON

659 Exeter Rd

London N6E 1L3

General Inquiry (519)873-4000

Fax (519)873-4016

8:00 - 5:00

OWEN SOUND

1050 2nd Ave E

Owen Sound N4K 2H7

General Inquiry (519)371-6226

Toll Free 1-888-647-3654

Fax (519)371-6336

8:00 - 5:00

SARNIA

Bayside Mall

Lampton Shared Services, 150 Christina St N

Sarnia N7T 7W5

General Inquiry (519)332-2512x2227

Fax (519)383-1648

8:00 - 5:00

SIMCOE


40 Colborne St S

Simcoe N3Y 4H3

General Inquiry (519)426-6655

Toll Free 1-800-267-9434

Fax (519)428-0787

8:00 - 5:00 **SMITH FALLS**

91 Cornelia St W

Smith Falls K7A 5L3

General Inquiry (613)283-7002x101

Toll Free 1-888-784-7605

Fax (613)283-7005


ST CATHARINES

Ground Flr, 301 St Paul St

St Catharines L2R 7R4

General Inquiry (905)704-2111

Fax (905)704-2003


8:00 - 5:00 **STRATFORD**

581 Huron St

Stratford N5A 5T8

General Inquiry (519)271-9995

Fax (519)271-1007

8:00 - 5:00 **WINDSOR**

Dorwin Plaza

2445 Dougall Ave

Windsor N8X 1T3

General Inquiry (519)972-5546

Fax (519)972-0067

8:00 - 5:00

PUBLICATIONS ONTARIO

Main Flr, 50 Grosvenor St

Toronto M7A 1N8


(416)326-5300 (Order Publications)

Toll Free 1-800-668-9938 (Order Publications)

TTY Toll Free 1-800-268-7095

Fax (416)326-5317

www.publications.gov.on.ca

8:30 - 5:00 

Publications Ontario is the primary distributor of government publications to the public, public libraries, businesses, and government ministries. Approximately 10,000 titles are listed in its database, including **Hansard**, the Ontario **Gazette**, **legislation** (bills, statutes and **regulations**) and related publications. Customers can shop in person, by telephone, mail order or through the Publications Ontario On-Line (POOL) Web site. All major credit cards and government purchase cards are accepted. Publications Ontario is responsible for copyright administration on behalf of the Queen's Printer for Ontario, and for the Government Publications Directive.

COPYRIGHT AND LICENSING UNIT

5th Flr, 880 Bay St
Toronto M7A 1N8
(416)326-2678 (Copyright Inquiries)
Fax (416)326-4648
8:30 - 5:00 


The **Copyright** and Licensing Unit administers Crown copyright on behalf of the Queen's Printer for Ontario, which has sole authority to license the copying of government print or electronic material for commercial purposes by third parties. Advice is provided to ministries on transactions involving Crown copyright, both when the right to copy is being licensed and also when material such as reports or software are being created for the government under contract.

CUSTOMER SERVICE AND MARKETING UNIT

Main Flr, 880 Bay St
Toronto M7A 1N8
(416)326-5300 (Telephone Order)
8:30 - 5:00 


Customer Service and Marketing Unit provides walk-in **bookstore** service, carrying a large selection of government titles and products (souvenirs). All major credit cards and government purchasing cards are accepted. It also provides call centre functions.

PUBLISHING AND INVENTORY MANAGEMENT SERVICES UNIT

5th Flr, 880 Bay St
Toronto M7A 1N8
(416)326-5310 (Ontario Gazette, Sessional Subscriptions)
Fax (416)326-4648
8:30 - 5:00 


Publishing and Inventory Management Services Unit coordinates printing and publishing of Ontario Statutes and Regulations, and works with government ministries and agencies to make **publications** available for general sale, managing an inventory of 10,000 titles in partnership with a private-sector warehouse. It also manages the Ontario **Gazette** subscriptions and ensures public access to government **documents** through the Depository Library system of 500+ libraries. In addition the unit develops and maintains Internet services: EOCOS, a research and ordering site restricted to libraries; PICC, a restricted ordering site for all Government Information Centres; Third Party Site, a restricted ordering site for Third Party **Bookstores**; POOL, a public on-line e-commerce and information site; and an on-line Ontario Gazette site.

SERVICE DELIVERY STRATEGY BRANCH

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6205
Fax (416)326-5106
Fax (416)326-3229 (Over The Counter Strategy)
8:30 - 5:00 


Service Delivery Strategy Branch advances innovative and leading-edge integrated service delivery through the development of strategies and frameworks that enable the transformation of the way government delivers services to its customers.

SERVICE MANAGEMENT BRANCH

Eaton Tower
16th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-1864
8:00 - 5:00 


Service Management Branch is responsible for procurement, negotiation and maintenance of contractual relationships with private sector service providers for the delivery of integrated government services for individuals and businesses. It develops and manages the division's service agreements and partnerships with OPS ministries and other jurisdictions.

POLICY AND CONSUMER PROTECTION SERVICES DIVISION

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8578
Fax (416)325-6192
8:30 - 5:00 


The Policy and Consumer Protection Services Division constitutes three areas: the Marketplace Standards and Services Branch, Policy Branch and the Sector Liaison Branch.

MARKETPLACE STANDARDS AND SERVICES BRANCH

Eaton Tower
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8611
Fax (416)326-8665
8:30 - 5:00 

The Marketplace Standards and Services Branch administers approximately 20 **consumer** protection and **business** licensing statutes. The Branch consists of five sections: Investigations, Compliance **Inspections**, Consumer Services, Registration and Licensing, and Systems, Finance and Administration. The Branch registers and regulates businesses under a number of business statutes; processes **consumer complaints**; investigates alleged infractions; inspects registrants under all Acts dealing with consumer protection; monitors and educates the marketplaces; licenses all professional combative sports in Ontario and issues **licences** to theatres, video, DVD, film distributions and video retailers.


COMPLIANCE AND CONSUMER SERVICES BUREAU SECTION

Eaton Tower
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8800
Toll Free 1-800-889-9768
Fax (416)326-8665
8:30 - 5:00 

Compliance and **Consumer** Services Bureau Section is responsible for mediating/handling consumer **complaints** for both general marketplace and industry-specific transactions. The area disseminates advice and information to consumers as to their rights and responsibilities in the marketplace. This office monitors the marketplace in order to identify consumer problems and delinquent **business** and to spot emerging trends in the marketplace. The compliance activity is carried out under the authority of various business **registration**/public protection statutes to ensure


the provisions, (e.g., registration requirements, trust account maintenance, etc.) of these statutes are complied with by sector businesses.

INVESTIGATIONS OFFICE

Eaton Tower
32nd Flr, 250 Yonge St
Toronto M5B 2N5
Fax (416)326-8633
8:30 - 5:00 

The Investigations Office investigates alleged infractions of ministry statutes.

REGISTRATION AND LICENSING OFFICE

Eaton Tower
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6203
Toll Free 1-800-889-9768 (Province-Wide)
Fax (416)326-8810
8:30 - 5:00 

The Registration and Licensing Office oversees the registration and licensing functions for the Marketplace Standards and Services Branch in respect of the Athletics Control Act, Bailiffs Act, Cemeteries Act (Revised), Collection Agencies Act, Consumer Reporting Act, Paperback and Periodical Distributors Act and the Theatres Act. In addition the Office processes applications for exemptions under the Arthur Wishart Act (Franchise Disclosure), 2000.

THEATRES REGULATION UNIT


1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Toll Free 1-800-268-6024 (Province-Wide)
Fax (416)314-3632
8:30 - 5:00

The **Theatres** Regulation Unit administers the Theatres Act, which regulates movie theatres, **film** and video distributors and video retailers. The office also provides administrative services for the Ontario Film Review Board.

Services offered to the Public:

Theatres Administration

ATHLETIC COMMISSIONER'S OFFICE

1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Toll Free 1-800-268-6024
Fax (416)314-3632
8:30 - 5:00 

The Athletic Commissioner's Office administers the Athletics Control Act and is responsible for the proper conduct of professional combative **sports** in Ontario. The Commissioner issues licenses to professional **boxers**, kickboxers, **wrestlers** and officials involved in these sports.

Services offered to the Public:*Athletics Control Act*

CEMETERIES REGULATION UNIT

Eaton Tower

32nd Flr, 250 Yonge St

Toronto M5B 2N5

General Inquiry (416)326-8800 (Consumer Complaints & Inquiries)


General Inquiry (416)326-8393 (Cemetery Licensing Inquiries)

Toll Free 1-800-268-1142

Toll Free 1-800-889-9768

Fax (416)326-8665

Fax (416)326-8406

8:30 - 5:00 

The **Cemeteries** Regulation Unit administers the Cemeteries Act (Revised) which regulates the operation of cemeteries, **crematoria**, **mausolea**, **columbaria** and cemetery salespersons. The office issues licenses under the Act and oversees the reporting of burial sites, handles **consumer complaints** regarding cemeteries, reviews changes to cemetery by-laws and prices, and monitors trust accounts holding prepayment for care and maintenance funds.

Services offered to the Public:*Cemeteries Regulation*

DEBT RECOVERY REGULATION UNIT

Eaton Tower


32nd Flr, 250 Yonge St

Toronto M5B 2N5

General Inquiry (416)326-6203

Toll Free 1-800-268-1142

Fax (416)326-8810

8:30 - 5:00 

The Debt Recovery Regulation Unit administers the **Bailiffs** Act, the **Collection Agencies** Act, the **Consumer** Reporting Act and the Paperback and **Periodical** Distributors Act under which Bailiffs, Collection Agencies, Collectors, Consumer Reporting Agencies, Personal Information Investigators and Paperback and Periodical Distributors are registered or appointed. The office maintains a central file of persons registered or appointed under these Acts.


Services offered to the Public:*Registration under the Collection Agencies Act*

SYSTEMS, FINANCE AND ADMINISTRATION

Eaton Tower


32nd Flr, 250 Yonge St

Toronto M5B 2N5

General Inquiry (416)326-8635 


The Systems, Finance and Administration section provides IT support, Financial Information Services, Human Resources Administration and Office Services to the Branch.

POLICY BRANCH

Eaton Tower
35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8878
General Inquiry (416)326-8862
Fax (416)326-8885
8:30 - 5:00 


The Policy Branch provides policy development services across the ministry's diverse and broad mandate, with a particular focus on consumer protection and safety. The branch has four units: Corporate Policy; Policy Development; ESD Policy Projects; and Consumer Protection Reform Project. The branch delivers a strategic and integrated approach to policy within MCBS.

SECTOR LIAISON BRANCH

Eaton Tower
35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8860
Fax (416)326-8885
8:30 - 5:00 


The Sector Liaison Branch consists of three sections: Agency Relations, Delegated Authority Liaison and Teranet Alliance. The branch provides governance, accountability and relationship management services to the ministry. Acting as the link between the ministry and its external community, the branch is dedicated to overseeing and managing the relationships that the ministry has with a number of its service delivery partners. It coordinates ministry activities pertaining to industry self-management, in partnership with the Ontario Motor Vehicle, Real Estate and Travel Industry Councils of Ontario, Technical Standards and Safety Authority, Electrical Safety Authority, Board of Funeral Services and Ontario New Home Warranty Program. It liaises with the Liquor Control Board of Ontario, the Alcohol and Gaming Commission of Ontario, the Ontario Racing Commission, Vintners Quality Alliance of Ontario and Teranet. It encourages corporate-consistent policy making and issues management.

AGENCY RELATIONS SECTION

Eaton Tower
35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8860
Fax (416)326-8885
8:30 - 5:00 

Agency Relations Section works with the wine, distilled spirits, beer, horse racing, gaming and entertainment sectors to enhance industry competitiveness and promote economic growth.

DELEGATED AUTHORITY LIAISON

Eaton Tower
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8860
Toll Free 1-800-268-1142
Fax (416)326-8885
8:30 - 5:00 

The Delegated Authority Liaison section manages the interface of the Ministry's Delegated Authorities with the government. This section provides program oversight and analysis for the Delegated Authorities and issue management services to the Ministry.

BOARD OF FUNERAL SERVICES

Suite 2810, 777 Bay St
PO Box 117
Toronto M5G 2C8
General Inquiry (416)979-5450
Toll Free 1-800-387-4458 (Province-Wide)
Fax (416)979-0384
www.funeralboard.com
8:30 - 4:00 

The Ontario Board of **Funeral Services** is an independent, industry-financed, non-share corporation that regulates the funeral industry by administering the Funeral Directors and Establishments Act. The Board of Funeral Services was established in 1976 by section 3 of the Act, with a principal objective of regulating the practices of funeral directors and persons who operate funeral establishments and transfer services in accordance with the Act, the regulations and the bylaws, in order that the public interest may be served and protected. Consumers may make a claim against a **compensation** fund if prepaid services were not received. The board can mediate **consumer complaints**, and where **mediation** is not successful, a Complaints Committee **adjudicates** complaints.

Services offered to the Public:


Board of Funeral Services

ELECTRICAL SAFETY AUTHORITY (ESA)

Suite 202, 155A Matheson Blvd W
Mississauga L5R 3L5
General Inquiry (905)712-5361
Fax (905)507-9532
9:00 - 5:00


The **Electrical Safety** Authority (ESA) is responsible for ensuring compliance with Ontario's Electrical Safety Code in the electrical industry as well as in the residential, commercial and industrial markets. ESA inspects electrical devices and installations, investigates **complaints**, approves electrical products and makes sure the code is current and includes the latest technology. If you have a question or complaint about electrical safety, contact The Electrical Safety Authority.

ONTARIO MOTOR VEHICLE INDUSTRY COUNCIL

Suite 800, 789 Don Mills Rd
Toronto M3C 1T5
General Inquiry (416)226-4500
Toll Free 1-800-943-6002
Fax (416)226-3208
www.omvic.on.ca
8:00 - 5:00 


Ontario **Motor Vehicle** Industry Council deals with program delivery for the Motor Vehicle Dealers Act.

REAL ESTATE COUNCIL OF ONTARIO

East Tower
Suite 600, 3250 Bloor St W
Toronto M8X 2X9
General Inquiry (416)207-4800
Toll Free 1-800-245-6910
Fax (416)207-4820
www.reco.on.ca
8:30 - 5:00 


Real Estate Council of Ontario deals with program delivery for the Real Estate and Business Brokers Act.

TECHNICAL STANDARDS AND SAFETY AUTHORITY

Clerica Centre West Tower
4th Flr, 3300 Bloor St W
Toronto M8X 2X4
General Inquiry (416)325-2000
Fax (416)326-1663
www.tssa.org
8:30 - 5:00 


Technical **Standards** and **Safety** Authority deals with program delivery for Technical Standards and Safety Act.

TRAVEL INDUSTRY COUNCIL OF ONTARIO

West Tower
Suite 402, 2700 Matheson Blvd E
Mississauga L4W 4V9
Toll Free 1-888-451-8426
Fax (905)624-8631
www.tico.on.ca
8:00 - 5:00 


Travel Industry Council of Ontario deals with program delivery for the Travel Industry Act.

VINTNERS QUALITY ALLIANCE ONTARIO

Rm 1601, 1 Yonge St
 Toronto M5E 1E5
 General Inquiry (416)367-2002
 Fax (416)367-4044
 8:30 - 5:00 


Vintners Quality Alliance Ontario deals with program delivery for the Vintners Quality Alliance Act.

REGISTRATION DIVISION

University Ctr
 3rd Flr, 393 University Ave
 Toronto M5G 1E6
 General Inquiry (416)314-5095
 Fax (416)314-5111
 8:30 - 5:00 

Registration Division **records** land ownership and transfer, security interest in personal property, births, deaths, marriages and other vital statistics events in Ontario. Clients are dependent upon the availability, accuracy and timeliness of these records, which validate personal and legal identities and relationships, land title to real property, and a system that enables property, other than **real estate**, to be pledged as a guarantee for repayment of business or personal loans, while allowing the borrower to have possession and use of the property. The division also manages a strategic alliance between the Government of Ontario and Teranet Land Information Services Inc. (Teranet). This partnership approach with a private sector partner was developed to implement automation and conversion of land titles across the province in the most cost effective and timely fashion possible.

COMPANIES AND PERSONAL PROPERTY SECURITY BRANCH


University Ctr
 Suite 200, 393 University Ave
 Toronto M5G 2M2
 General Inquiry (416)314-8880
 TTY (416)314-0843
 Toll Free 1-800-361-3223 (Province-Wide)
 Fax (416)314-4852
 8:30 - 5:00 

Companies Branch registers **business names** of sole proprietorships, partnerships and **corporations**; authorizes creation of limited partnerships; incorporates business and not-for-profit entities and licenses foreign extra provincial corporations. Fourteen Land Registry Offices also accept select **documents** under the Ontario Business Corporation Act. The branch also maintains and operates the Public Record which is searched regularly by clients. Compliance to the legislation is monitored by the Compliance Section. Companies Branch has improved its customer service through private and public partnerships. Ontario Business Connects provides electronic **registration** for business **names**, and primary service providers OnCorp Direct Inc. and Cyberbahn Inc. provide searches electronically.

Services offered to the Public:

Business Name Registrations
Incorporation of Business/Non-Profit Corporations
Registration of a Limited Partnership
Searches

PERSONAL PROPERTY SECURITY REGISTRATION BRANCH

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)325-8847
(416)325-8810 (Public Office, 2nd Flr)
TTY (416)326-8866
Toll Free 1-800-267-8847 (Province-Wide)
TTY Toll Free 1-800-461-8866 (Province-Wide)
Fax (416)325-0486 (Director's Office)
Fax (416)325-8501 (Technical Support)
Fax (416)325-0487 (Public Office)
8:30 - 5:00 

The **Personal Property Security Registration** Branch administers the Personal Property Security Act and the Repair and Storage **Liens** Act and relevant computer systems. The registration system allows a person who loans money and takes personal property (e.g. a motor vehicle) as collateral for the **loan** to file notice of the security agreement. In addition, repairers and storers of goods who have returned the goods to the owners before being paid can also register notice of their non-possessory liens. Paper registrations and searches can be made in person or by mail, however, electronic registrations and searches are the primary means of access. Registrations and searches can be conducted in a number of Land Registry Offices.

Services offered to the Public:

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

Used Vehicle Information Package


MAILED-IN REGISTRATIONS AND INQUIRIES: PERSONAL PROPERTY SECURITY REGISTRATION BRANCH

PO Box 21100 Stn A
Toronto M5W 1W6

PUBLIC OFFICE: PERSONAL PROPERTY SECURITY REGISTRATION BRANCH


University Ctr
2nd Flr, 393 University Ave
Toronto M5G 1E6
8:30 - 5:00 

RESOURCE MANAGEMENT AND PROGRAM SUPPORT OFFICE

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4880 -
Fax (416)314-5111
8:30 - 5:00 


The Resource Management and Program Support Office provides administrative, financial, planning and policy support to the Registration Division and its operating branches.

BOOKBINDING CENTRE

Macdonald Block
Rm M1B 47A, 900 Bay St
Toronto M7A 1Y5
General Inquiry (416)325-8685
Fax (416)325-8689
8:00 - 4:15 


The Bookbinding Centre, Resource Management and Program Support Office, provides bookbinding services for Registration Division.

ONTARIO VITAL STATISTICS IMPROVEMENT PROJECT (ONVIP)

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (807)343-7338 (Thunder Bay)
General Inquiry (416)314-4892
Fax (807)343-7669 (Thunder Bay)
Fax (416)326-1841
8:30 - 5:00 

The Ontario Vital Statistics Improvement Project (ONVIP) is responsible for change management activities at the Office of the Registrar General (ORG). The project encompasses initiatives such as developing a new technological platform, redesigning the business process of the ORG and modernizing the legislative framework.

REGISTRAR GENERAL BRANCH

Ontario Government Bldg
3rd Flr, 189 Red River Rd
PO Box 4600
Thunder Bay P7B 6L8
General Inquiry (416)325-8305 (Toronto)
Toll Free 1-800-461-2156
Fax (807)343-7411
Fax (807)343-7459 (Applications Only With Credit Card Payment)
8:30 - 5:00 

The Registrar General Branch registers **births, deaths, marriages**, still-births, **adoptions** and changes of name occurring in Ontario. **Certificates**, searches or certified copies are available to qualified applicants upon payment of appropriate fees. Premium, same day service for walk-in clients is available in nine locations across Ontario. **Statistics** relating to births, still-births, marriages and deaths are compiled annually and published in the "Office of the Registrar General Annual Report". Under the Marriage Act, persons authorized to solemnize marriages in Ontario are issued Certificates of **Registration**.

Services offered to the Public:

Certificates, Certified copies of vital event registrations
Change of name, amendments and corrections to registrations
Registration of Births, Deaths, Marriages, Stillbirths, Name Changes, Persons authorized to solemnize marriage.
Statistical service

PUBLIC OFFICE: REGISTRAR GENERAL

Macdonald Block
Rm M2-49, 900 Bay St
Toronto M7A 1Y5
8:30 - 5:00 ♿

The Public Office, Registrar General provides walk-in service only.

Services offered to the Public:

Certificates, Certified copies of vital event registrations

WALK-IN SERVICE - BRAMPTON

1st Flr, 7765 Hurontario St
Brampton L6W 4S8
8:30 - 5:00 ♿

WALK-IN SERVICE - HAMILTON

Ontario Government Bldg
4th Flr, 119 King St W
Hamilton L8P 4Y7
8:30 - 5:00 ♿

WALK-IN SERVICE - KINGSTON

1 Court St
Kingston K7L 2N4

WALK-IN SERVICE - KITCHENER

3rd Flr, 200 Frederick St
Kitchener N2H 6N9
8:30 - 5:00

WALK-IN SERVICE - LONDON

Unit J, 80 Dundas St
London N6A 6A7
8:30 - 5:00 ♿

WALK-IN SERVICE - NORTH BAY

Courthouse
360 Plouffe St
North Bay P1B 9L5
8:30 - 5:00 ♿

WALK-IN SERVICE - OTTAWA

Courthouse
4th Flr, 161 Elgin St
Ottawa K2P 2K1
8:30 - 5:00 ♿

WALK-IN SERVICE - ST CATHARINES

59 Church St
St Catharines L2R 3C3

WALK-IN SERVICE - SUDBURY

Suite 301, 199 Larch St
Sudbury P3E 5P9
8:30 - 5:00 ♿

WALK-IN SERVICE - THUNDER BAY

2nd Flr Suite 201, 189 Red River Rd
Thunder Bay P7B 1A2
8:30 - 5:00 ♿

WALK-IN SERVICE - WHITBY

590 Rossland Rd E
Whitby L1N 9G5
8:30 - 5:00 ♿

WALK-IN SERVICE - WINDSOR

3rd Flr, 250 Windsor Ave
Windsor N9A 6V9
8:30 - 5:00 ♿

REAL PROPERTY REGISTRATION BRANCH

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4880
Fax (416)314-4878
8:30 - 5:00 ♿

The **Real Property Registration** Branch manages and operates 55 **Land Registry Offices** throughout Ontario which register, store and manage **documents, deeds, mortgages** and plans of **survey**. Registration of real property is done under either the **Land Titles** system or the **Registry** system. All registered and deposited records are available to the public (for a fee) to search title or obtain information about the ownership of real property. The land registration records are being automated. Electronic search records in relation to various Land Registry Offices is available through Teranet Land Information Services, Teraview gateway system. Electronic registration via

Teraview is available in many land registry offices in Ontario. You may call Teranet at 1-800-208-5263.

Services offered to the Public:

Province of Ontario Land Registration Information System

Real Property - Access to database, searches, etc.

Registration of Real Property under either Registry Act or Land Titles Act

REGIONAL OFFICES

EASTERN REGIONAL OFFICE

Beechgrove Complex

51 Heakes Lane


Kingston K7M 9B1

General Inquiry (613)531-5599

Fax (613)531-5598

Fax (905)372-4758 (Regional Surveyor,

Cobourg)

8:30 - 5:00 


GTA REGIONAL OFFICE

4th Flr, 20 Dundas St W

Toronto M5G 2C2

General Inquiry (416)314-4896

Fax (416)314-4899

8:30 - 5:00 


NORTHERN REGIONAL OFFICE

Suite 302, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)564-4111

Fax (705)564-4354

8:30 - 5:00 

WESTERN REGIONAL OFFICE


Courthouse

Unit J, 80 Dundas St

London N6A 6A7

General Inquiry (519)675-7767x3

Fax (519)675-7771

8:30 - 5:00 


BUSINESS IMPROVEMENT TEAM

4th Flr, 20 Dundas St W

Toronto M5G 2C2

General Inquiry (416)314-4880

Fax (416)314-4899

8:30 - 5:00 

Real Property Registration, in conjunction with its private sector partner Teranet, introduced in January 1999 the electronic registration of land related documents. This multi-year project will implement electronic registration in 55 land registry offices across the province. This unit is responsible for defining user requirements, conducting testing, writing training and procedures manuals, conducting training, and providing client and staff support.

LAND REGISTRY OFFICES

Besides providing **land registration** and database search services, depending on the specific registry office, clients may obtain birth, death, marriage or certified copies of vital event **records**, **Personal Property Security** Registration registrations and inquiries, access to Ontario Business Connects workstations, or endorsement of a business corporation. The land registration records are being automated. Electronic search records in relation to various Land Registry Offices is available through Teranet Land **Information Services**, INCS Teraview system. You may call Teranet at 1-800-208-5263.

ALEXANDRIA LAND REGISTRY OFFICE (GLENGARRY #14)

63 Kenyon St W
PO Box 668
Alexandria K0C 1A0
General Inquiry (613)525-1315
Fax (613)525-0509
8:30 - 5:00

Alexandria Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Glengarry.

ALMONTE LAND REGISTRY OFFICE (LANARK #27)

2 Industrial Dr
PO Box 1180
Almonte K0A 1A0
General Inquiry (613)256-1577
Fax (613)256-0940
8:30 - 5:00

Almonte Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Lanark. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects. The land registration records in Almonte are being automated. Access to electronically search automated records is available in this office.

Services offered to the Public:

Ontario Business Connects

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BARRIE LAND REGISTRY OFFICE (SIMCOE #51)

Courthouse
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)725-7232
Fax (705)725-7246
8:30 - 5:00

Barrie Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Simcoe. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:*Certificates, Certified copies of vital event registrations**Incorporation of Business/Non-Profit Corporations**Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*


BELLEVILLE LAND REGISTRY OFFICE (HASTINGS #21)

15 Victoria Ave

Belleville K8N 1Z5

General Inquiry (613)968-4597

Fax (613)968-3606

8:30 - 5:00 

Belleville Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Hastings. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, order certificates and certified copies of registrations from the office of the Registrar General and have their order mailed to Thunder Bay for action.

Services offered to the Public:*Certificates, Certified copies of vital event registrations**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*


BRACEBRIDGE LAND REGISTRY OFFICE (MUSKOKA #35)

15 Dominion St N

Bracebridge PIL 2E7

General Inquiry (705)645-4415


Fax (705)645-7826

8:30 - 5:00 

Bracebridge Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Muskoka district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:*Ontario Business Connects**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*

BRAMPTON LAND REGISTRY OFFICE (PEEL #43)


1st Flr, 7765 Hurontario St
 Brampton L6W 4S8
 General Inquiry (905)874-4008
 Fax (905)874-4012
 8:30 - 5:00 

Brampton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Peel. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:

Certificates, Certified copies of vital event registrations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BRANTFORD LAND REGISTRY OFFICE (BRANT #2)


Courthouse
 80 Wellington St
 Brantford N3T 2L9
 General Inquiry (519)752-8321
 (519)752-5571 (PPSR)
 Fax (519)752-0273
 8:30 - 5:00 

Brantford Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Brant. Some of the land registration records are automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BROCKVILLE LAND REGISTRY OFFICE (LEEDS #28)

7 King St W
Brockville, K6V 3P7
General Inquiry (613)345-5751
Fax (613)345-7390
8:30 - 5:00 

Brockville Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Leeds. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.


Services offered to the Public:

Ontario Business Connects

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

CAYUGA LAND REGISTRY OFFICE (HALDIMAND #18)

10 Echo St
PO Box 310
Cayuga N0A 1E0
General Inquiry (905)772-3531
Fax (905)772-0105
8:30 - 5:00 


Cayuga Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Haldimand. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

CHATHAM LAND REGISTRY OFFICE (KENT #24)

40 William St N
Chatham N7M 4L2
General Inquiry (519)352-5520
Fax (519)352-3222
8:30 - 5:00 

Chatham Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Kent. The land registration records are fully automated. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services. Access to electronically search automated records is available in this office.

Services offered to the Public:

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

COBOURG LAND REGISTRY OFFICE (NORTHUMBERLAND #39)


Fleming Bldg

Suite 105, 1005 Elgin St

Cobourg K9A 5J4

General Inquiry (905)372-3813

Fax (905)372-4758

8:30 - 5:00 

Cobourg Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Northumberland. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

COCHRANE LAND REGISTRY OFFICE (COCHRANE #6)

Courthouse


149 4th Ave

PO Box 580

Cochrane P0L 1C0

General Inquiry (705)272-5791

Fax (705)272-2951

8:30 - 5:00 


Cochrane Land Registry Office provides registration and client self serve search services under the Land Titles Act for the district of Cochrane. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

CORNWALL LAND REGISTRY OFFICE (STORMONT #52)

127 Sydney St
Cornwall K6H 3H1
General Inquiry (613)932-4522
Fax (613)932-4524
8:30 - 5:00 

Cornwall Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Stormont. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.


Services offered to the Public:

Ontario Business Connects

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

FORT FRANCES LAND REGISTRY OFFICE (RAINY RIVER #48)

353 Church St
Fort Frances P9A 1C9
General Inquiry (807)274-5451
Fax (807)274-1704
8:30 - 5:00 


Fort Frances Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the Rainy River district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

GODERICH LAND REGISTRY OFFICE (HURON #22)

38 North St
Goderich N7A 2T4
General Inquiry (519)524-9562
Fax (519)524-2482
8:30 - 5:00 

Goderich Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Huron. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects. The Land Registration Records have been automated. Some cottages ancas remain in the paper system under the Registry Act. Access to electronically search automated records is available in this office.

Services offered to the Public:*Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*

GORE BAY LAND REGISTRY OFFICE (MANITOULIN #31)

Courthouse


27 Phipps St

Postal Bag 5

Gore Bay P0P 1H0

General Inquiry (705)282-2442

Fax (705)282-3245

8:30 - 5:00 

Gore Bay Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the district of Manitoulin Island. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:*Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*


GUELPH LAND REGISTRY OFFICE (WELLINGTON #61)

1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-3372

Fax (519)826-3373

8:30 - 5:00 

Guelph Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Wellington. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:*Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*

HAILEYBURY LAND REGISTRY OFFICE (TIMISKAMING #54)


375 Main St

PO Box 159

Haileybury P0J 1K0

General Inquiry (705)672-3332

Fax (705)672-3906

8:30 - 5:00 

Haileybury Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Timiskaming district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:

Ontario Business Connects

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

HAMILTON LAND REGISTRY OFFICE (WENTWORTH #62)


Ontario Government Bldg

4th Flr, 119 King St W

Hamilton L8P 4Y7

General Inquiry (905)521-7561

Fax (905)521-7505

8:30 - 5:00 

Hamilton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Wentworth. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:

Certificates, Certified copies of vital event registrations


Incorporation of Business/Non-Profit Corporations

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

HAWKESBURY LAND REGISTRY OFFICE (PRESCOTT #46)


179 Main St E
Hawkesbury K6A 1A1
General Inquiry (613)636-0314
Fax (613)636-0772
8:30 - 5:00 

Hawkesbury Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Prescott. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

KENORA LAND REGISTRY OFFICE (KENORA #23)


220 Main St S
Kenora P9N 1T2
General Inquiry (807)468-2794
Fax (807)468-2796
8:30 - 5:00 

Kenora Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the Kenora district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:

Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

KINGSTON LAND REGISTRY OFFICE (FRONTENAC #13)

1 Court St
Kingston K7L 2N4
General Inquiry (613)548-6767
Fax (613)548-6766
8:30 - 5:00 

Kingston Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Frontenac. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.


Services offered to the Public:*Certificates, Certified copies of vital event registrations**Incorporation of Business/Non-Profit Corporations**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage**Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System***KITCHENER LAND REGISTRY OFFICE (WATERLOO #58)**

3rd Flr, 200 Frederick St

Kitchener N2H 6N9

General Inquiry (519)571-6043

Fax (519)571-6067

8:30 - 5:00 

Kitchener Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Waterloo. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, order certificates and same day certificates and certified copies of registrations on behalf of the Office of the Registrar general.

Services offered to the Public:*Certificates, Certified copies of vital event registrations**Incorporation of Business/Non-Profit Corporations**Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage**Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System***LINDSAY LAND REGISTRY OFFICE (VICTORIA #57)**


Provincial Court Bldg

440 Kent St W

Lindsay K9V 6G8

General Inquiry (705)324-4912


Fax (705)324-6290

8:30 - 5:00 

Lindsay Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Victoria. Walk-in clients can obtain the following Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:*Registration of security interests under Personal Property Security Act and Repair and Storage**Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*

LONDON LAND REGISTRY OFFICE (MIDDLESEX #33)


Unit J, 80 Dundas St
London N6A 6A7
General Inquiry (519)675-7600
Fax (519)675-7611
8:30 - 5:00 

London Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Middlesex. The land registration records are fully automated. Electronic registration is available. Remote electronic searching and document submission is available via Teraview and on-site at the LRO. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:

Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

METROPOLITAN TORONTO LAND REGISTRY OFFICE (LAND TITLES #66)


Atrium on Bay
4th Flr Suite 420, 20 Dundas St W
PO Box 117
Toronto M5G 2C2
General Inquiry (416)314-4430
Fax (416)314-4453
8:30 - 5:00 

Metropolitan Toronto Land Registry Office provides registration and client self serve search services under the Registry Act for properties registered under Land Titles for the geographical area of Metropolitan Toronto (the new City of Toronto). The land registration records are being automated. Access to electronically search automated records is available in this office.

Services offered to the Public:

Province of Ontario Land Registration Information System

MILTON LAND REGISTRY OFFICE (HALTON #20)

491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7287
Fax (905)876-8806
8:30 - 5:00 

Milton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Halton. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. A regulation was passed in 2000 making electronic

registration of document optional in Halton. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

MINDEN LAND REGISTRY OFFICE (HALIBURTON #19)


Newcastle St

PO Box 270

Minden K0M 2K0

General Inquiry (705)286-1391

Fax (705)286-4324

8:30 - 5:00 

Minden Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Haliburton. In addition, this office provides clerical services for the local court registrar, the court clerk of the provincial division, and the clerk of the small claims court.

MORRISBURG LAND REGISTRY OFFICE (DUNDAS #8)

5th St

PO Box 645

Morrisburg K0C 1X0

General Inquiry (613)543-2583

Fax (613)543-4541

8:30 - 5:00

Morrisburg Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Dundas.

NAPANEE LAND REGISTRY OFFICE (LENNOX #29)


Dale's Plaza

Unit 10, 2 Dairy Ave

Napanee K7R 3T1

General Inquiry (613)354-3751

Fax (613)354-1474

8:30 - 5:00 


Napanee Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Lennox. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Registration of security interests under Personal Property Security Act and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

NEWMARKET LAND REGISTRY OFFICE (YORK REGION #65)


Courthouse
 1st Flr, 50 Eagle St W
 Newmarket L3Y 6B1
 General Inquiry (905)895-1561
 Fax (905)895-6517
 8:30 - 5:00 

Newmarket Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of York Region. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, order certificates and certified copies of registrations from the Office of the Registrar General and have their order couriered to Thunder Bay for action, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:

Certificates, Certified copies of vital event registrations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

NORTH BAY LAND REGISTRY OFFICE (NIPISSING #36)


Courthouse
 360 Plouffe St
 North Bay P1B 9L5
 General Inquiry (705)474-2270
 Fax (705)495-8511
 8:30 - 5:00 

North Bay Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the Nipissing district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certified copies of registrations on behalf of the Registrar General.

Services offered to the Public:

Certificates, Certified copies of vital event registrations
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

ORANGEVILLE LAND REGISTRY OFFICE (DUFFERIN #7)


County Courthouse
 10 Louisa St
 Orangeville L9W 3P9
 General Inquiry (519)941-1481
 Fax (519)941-6444
 8:30 - 5:00 

Orangeville Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Dufferin. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:

Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Enquiry System

OTTAWA LAND REGISTRY OFFICE (OTTAWA-CARLETON #4)


Courthouse
 4th Flr, 161 Elgin St
 Ottawa K2P 2K1
 General Inquiry (613)239-1230
 Fax (613)239-1422
 8:30 - 5:00 

Ottawa Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Ottawa-Carleton. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:

Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

OWEN SOUND LAND REGISTRY OFFICE (GREY #16)

East Court Plaza
Suites 1 & 2, 1555 16th St E
Owen Sound N4K 5N3
General Inquiry (519)376-1637
Fax (519)376-1639
8:30 - 5:00 

Owen Sound Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Grey. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.


Services offered to the Public:

Ontario Business Connects

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

PARRY SOUND LAND REGISTRY OFFICE (PARRY SOUND #42)

28 Miller St
Parry Sound P2A 1T1
General Inquiry (705)746-5816
Fax (705)746-6517
8:30 - 5:00 


Parry Sound Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the district of Parry Sound. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

PEMBROKE LAND REGISTRY OFFICE (RENFREW #49)

400 Pembroke St E
Pembroke K8A 3K8
General Inquiry (613)732-8331
Fax (613)732-0297
8:30 - 5:00 

Pembroke Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Renfrew county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:*Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System***PETERBOROUGH LAND REGISTRY OFFICE (PETERBOROUGH #45)**

Robinson Pl South Tower


300 Water St

PO Box 7000

Peterborough K9J 8M5

General Inquiry (705)755-1342

Fax (705)755-1343

8:30 - 5:00 

Peterborough Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Peterborough. The land registration records are being automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:*Incorporation of Business/Non-Profit Corporations**Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System***PICTON LAND REGISTRY OFFICE (PRINCE EDWARD #47)**


1 Pitt St

PO Box 1310

Picton K0K 2T0

General Inquiry (613)476-3219


Fax (613)476-7908

8:30 - 5:00 

Picton Land Registry Office provides registration and client self serve search services under the Registry Act for Prince Edward County. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.


Services offered to the Public:*Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System*

PRESCOTT LAND REGISTRY OFFICE (GRENVILLE #15)

499 Centre St
PO Box 1660
Prescott K0E 1T0
General Inquiry (613)925-3177
Fax (613)925-0302
8:30 - 5:00 

Prescott Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Grenville.

RUSSELL LAND REGISTRY OFFICE (RUSSELL #50)


1122 Concession St
PO Box 10
Russell K4R 1C8
General Inquiry (613)445-2138
Fax (613)445-0614
8:30 - 5:00 

Russell Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical township of Russell, Cambridge now the Nation Municipality, Clarence now the City of Clarence-Rockland.

Services offered to the Public:

Province of Ontario Land Registration Information System

SARNIA LAND REGISTRY OFFICE (LAMBTON #25)

Suite 102, 700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-2393
Fax (519)337-8371
8:30 - 5:00 

Sarnia Land Registry Office provides registration and client self serve search services under the Registry Act for Lambton county. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations, certain Business Corporation Act transactions and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:

Incorporation of Business/Non-Profit Corporations

Ontario Business Connects

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

SAULT STE MARIE LAND REGISTRY OFFICE (ALGOMA #1)


420 Queen St E

PO Box 550

Sault Ste Marie P6A 5M8

General Inquiry (705)253-8887

Fax (705)253-9245

8:30 - 5:00 

Sault Ste Marie Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Algoma district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:*Certificates, Certified copies of vital event registrations**Incorporation of Business**Ontario Business Connects**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System***SIMCOE LAND REGISTRY OFFICE (NORFOLK #37)**

Courthouse


2nd Flr, 530 Queensway W

PO Box 9

Simcoe N3Y 4K8

General Inquiry (519)426-2216

Fax (519)426-9627

8:30 - 5:00 

Simcoe Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Norfolk county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.


Services offered to the Public:*Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System***ST CATHARINES LAND REGISTRY OFFICE (NIAGARA N #30)**

9 Church St

St Catharines L2R 3C3

General Inquiry (905)684-6351

Fax (905)684-5874

8:30 - 5:00 

St Catharines Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Niagara North. The land registration records are fully automated. Access to electronically search automated records is

available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, on line access for registration purposes to Ontario Business Connects, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:

Certificates, Certified copies of vital event registrations

Ontario Business Connects

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage

Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

ST THOMAS LAND REGISTRY OFFICE (ELGIN #11)


Courthouse Block

4 Wellington St

St Thomas N5R 2P2

General Inquiry (519)631-3015

Fax (519)631-8182

8:30 - 5:00 

St Thomas Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Elgin county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Registration of security interests under Personal Property Security Act and Repair and Storage

Liens Act

Searching/enquiring against debtors in the Personal Property Security registration enquiry System


STRATFORD LAND REGISTRY OFFICE (PERTH #44)

5 Huron St

Stratford N5A 5S4

General Inquiry (519)271-3343

Fax (519)271-2550

8:30 - 5:00 

Stratford Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Perth county. The Land Registration Records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage

Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System


SUDBURY LAND REGISTRY OFFICE (SUDBURY #53)

Suite 301, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)564-4300

Fax (705)564-4148

8:30 - 5:00 

Sudbury Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the Sudbury district. The land registration records are being automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registrations on behalf of the Office of the Registrar General, and online access for registration purposes to Ontario Business Connects.


Services offered to the Public:*Certificates, Certified copies of vital event registrations**Incorporation of Business/Non-Profit Corporations**Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage**Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System***THUNDER BAY LAND REGISTRY OFFICE (THUNDER BAY #55)**

2nd Flr Suite 201, 189 Red River Rd

Thunder Bay P7B 1A2

General Inquiry (807)343-7436


Fax (807)343-7439

8:30 - 5:00 

Thunder Bay Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Thunder Bay district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporations Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:*Certificates, Certified copies of vital event registrations**Incorporation of Business/Non-Profit Corporations**Ontario Business Connects**Registration of security interests under Personal Property Security Act and Repair and Storage**Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*

WALKERTON LAND REGISTRY OFFICE (BRUCE #3)

203 Cayley St
PO Box 1690
Walkerton N0G 2V0
General Inquiry (519)881-2259
Fax (519)881-2322
8:30 - 5:00 

Walkerton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Bruce county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.


Services offered to the Public:

Ontario Business Connects

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WELLAND LAND REGISTRY OFFICE (NIAGARA S #59)

200 Division St
Welland L3B 4A2
General Inquiry (905)735-4011
Fax (905)735-2430
8:30 - 5:00 

Welland Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Niagara South. The land registration records are being automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:

Incorporation of Business/Non-Profit Corporations


Ontario Business Connects

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WHITBY LAND REGISTRY OFFICE (DURHAM #40)

590 Rossland Rd E
Whitby L1N 9G5
General Inquiry (905)665-4007
Fax (905)665-5247
8:30 - 5:00 

Whitby Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Durham. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional

services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registration on behalf of the Office of the Registrar General and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:

Certificates, Certified copies of vital event registrations

Incorporation of Business/Non-Profit Corporations

Ontario Business Connects

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WINDSOR LAND REGISTRY OFFICE (ESSEX #12)


3rd Flr, 250 Windsor Ave

Windsor N9A 6V9

General Inquiry (519)971-9980

(519)971-9976 (Personal Property Security Registration)

Fax (519)971-9937

8:30 - 5:00 

Windsor Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Essex county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:

Certificates, Certified copies of vital event registrations

Incorporation of Business/Non-Profit Corporations

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System


WOODSTOCK LAND REGISTRY OFFICE (OXFORD #41)

75 Graham St

Woodstock N4S 6J8

General Inquiry (519)537-6287

Fax (519)537-3107

8:30 - 5:00 

Woodstock Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Oxford county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:*Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage**Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System***TITLE AND SURVEY SERVICES OFFICE**

University Ctr

3rd Flr, 393 University Ave

Toronto M5G 1E6

General Inquiry (416)314-4882

Fax (416)314-4878

Fax (705)564-4354 (Sudbury)


Fax (905)372-4758 (Cobourg)

Fax (905)874-4012 (Brampton)

Fax (705)755-1343 (Peterborough)

Fax (519)675-7771 (London)

www.cbs.gov.on.ca

8:30 - 5:00 

The Title and **Survey** Services Office of Registration Division is responsible for setting policy and standards for the registration of documents and plans in the **land** registration system for the Province of Ontario. The office also provides support to 55 Land Registry Offices and their clients for resolution of complex legal and survey issues arising from registration of documents and plans under the Acts administered by the Real Property Registration Branch. In addition, the section deals with survey issues and related applications, e.g., the Boundaries Act, First Application to Land **Titles**.

STRATEGIC CORPORATE SUPPORT DIVISION


Eaton Tower

34th Flr, 250 Yonge St

Toronto M5B 2N5


General Inquiry (416)326-8460

Fax (416)326-8461

8:30 - 5:00 


The Strategic Corporate Support Division is a service organization driven by corporate and ministry agendas. The Division works in partnership with clients and stakeholders to assist the ministry in achieving its objectives. Division responsibilities include business planning and resource management, modern controllership, decision support involving enterprise IT priorities and corporate reporting, finance administration, strategic HR leadership support and program evaluation and transformation toward strategic change, as well as HR service delivery, service management with ministry service providers and facilities management. The Assistant Deputy Minister also administers the implementation of, and compliance with, the Freedom of Information and Protection of Privacy Act and the French Language Services Act.

BUSINESS PLANNING AND FINANCIAL MANAGEMENT BRANCH

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-0290
Fax (416)326-8979 (Financial Management)
Fax (416)326-8461 (Director)
8:30 - 5:00 


This Branch focuses on three key areas: strategic business planning, business analysis and consulting; modern controllership and provision of oversight and compliance functions; and decision support, which involves implementation of enterprise technology priorities and corporate reporting.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8463
Fax (416)326-8461
8:30 - 5:00 


The Freedom of Information and Protection of Privacy Office is responsible for the coordination, administration and implementation of the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. The office responds to requests for information made under the Act; establishes and collects fees in accordance with the Act; provides advice and training to ministry staff on the requirements of the Act; monitors and recommends policies and procedures for collecting and releasing information; and ensures adherence to privacy provisions and other legislative requirements of the Act. The office also liaises with the Information and Privacy Commission regarding appeals, inquiries and investigations. A public reading room for the review of manuals and other information is open during regular office hours on the 34th Floor at 250 Yonge Street, Toronto, Ontario.

SERVICE MANAGEMENT AND SERVICE DELIVERY BRANCH

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8891
Fax (416)326-8932
8:00 - 5:00 

The Service Management and Service Delivery Branch manages the relationship with service providers and is responsible for human resources services delivery, facilities management and corporate services such as security, emergency procedures, records management and delivery of building services.


FACILITIES MANAGEMENT SERVICES

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8764
Fax (416)326-8776 

The Facilities Management Services section of the Service Management and Service Delivery Branch is responsible for planning and managing accommodation projects and telecommunication


services. It also provides general services such as managing the delivery of building services, security, emergency procedures and records management.

HUMAN RESOURCES SERVICE DELIVERY

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8891
Fax (416)326-8932
8:30 - 5:00 


The Human Resources Service Delivery section of the Service Management and Delivery Branch is responsible for the provision of labour relations, recruitment, job classification, WIN implementation and direct program administration.

LEADERSHIP SUPPORT OFFICE

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8898
8:00 - 5:00 


The Leadership Support Office unit provides leadership support, including strategic HR planning, leadership development, learning and development and HR support to change initiatives.

PROGRAM EVALUATION AND TRANSFORMATION OFFICE

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-7001
8:00 - 5:00 

The Program Evaluation and Transformation Office of the Strategic Change Branch evaluates ministry enterprise businesses and facilitates the transition to more effective service models throughout the Ontario Public Service.


QUALITY ASSURANCE OFFICE

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-5670
8:00 - 5:00 

The Quality Assurance Office assists ministry branches develop performance measures, undertakes customer service surveys and provides advice regarding quality assurance initiatives.

AGENCIES, BOARDS AND COMMISSIONS

ALCOHOL AND GAMING COMMISSION OF ONTARIO

Atrium on Bay
20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
Toll Free 1-800-522-2876
www.agco.on.ca
8:30 - 5:00 

The **Alcohol** and **Gaming** Commission of Ontario (AGCO) is a regulatory body having jurisdiction over the Gaming Control Act, 1992, **Liquor Licence** Act and the **Wine** Content Act. Pursuant to these Acts, the AGCO licences and regulates **charitable** and **casino** gaming, **lottery** schemes, **bingos**, raffles, break open tickets as well as casino **employees** and suppliers of goods and services to casinos. Further, the AGCO licences and regulates the sale and service of liquor and liquor licenced premises and Special Occasion **Permit** events.

Services offered to the Public:

Gaming Control Act, 1992

Liquor Enforcement

Liquor Licences

Manufacturer's Licence


Manufacturer's Representative Licence

Order-in-Council 2688/93


Special Occasion Permit

REGIONAL OFFICES


BROCKVILLE DISTRICT OFFICE

Suite 204, 133 King St W
Brockville K6V 6Z1
General Inquiry (613)498-6222
Fax (613)498-1021
8:00 - 4:00 


LONDON DISTRICT OFFICE

Suite 201, 150 Dufferin Ave
London N6A 5N6
Toll Free 1-800-522-2876
Fax (519)675-7749
8:00 - 4:00 


NIAGARA DISTRICT OFFICE

The Acres House
4th Flr, 4342 Queen St
Niagara Falls L2E 7J7
Toll Free 1-800-522-2876
Fax (905)374-2631
8:30 - 5:00 


ORILLIA DISTRICT OFFICE

Cottage "C"
3rd Flr, 700 Memorial Ave
Orillia L3V 6H1
Toll Free 1-800-522-2876
Fax (705)329-6732
8:00 - 4:00 

OTTAWA DISTRICT OFFICE

Emerald Plaza
5th Flr Suite 500, 1547 Merivale Rd
Nepean K2G 4V3
General Inquiry (613)274-0000
Fax (613)274-0103
8:00 - 4:00 

SAULT STE MARIE DISTRICT OFFICE

The Queens Ctr
Suite 203, 477 Queen St E
Sault Ste Marie P6A 1Z5
General Inquiry (705)946-6552
Fax (705)946-6557
8:00 - 4:00 


SUDBURY DISTRICT OFFICE

Suite 1001, 199 Larch St

Sudbury P3E 5P9

Toll Free 1-800-522-2876

Fax (705)564-6898


8:00 - 4:00 **THUNDER BAY DISTRICT OFFICE**

Suite 206, 189 Red River Rd

Thunder Bay P7B 1A2

General Inquiry (807)343-7527

Fax (807)343-7524

8:00 - 4:00 **WINDSOR DISTRICT OFFICE**

4th Flr, 250 Windsor Ave

Windsor N9A 6V9

Toll Free 1-800-522-2876

Fax (519)258-7002

8:00 - 4:00

TORONTO-HEAD OFFICE


Atrium on Bay

8th Flr, 20 Dundas St W

Toronto M5G 2N6

General Inquiry (416)326-0330

Fax (416)326-0300

8:30 - 5:00 **LICENCE APPEAL TRIBUNAL**

CIBC Bldg

12th Flr, 1 St Clair Ave W

Toronto M4V 1K6

General Inquiry (416)314-4260

Toll Free 1-800-255-2214

Fax (416)314-4270

Fax (416)314-6307

Toll Free Fax 1-800-720-5292

8:15 - 4:30 

The **Licence Appeal** Tribunal is an adjudicative tribunal created on April 1, 2000, under the Licence Appeal Tribunal Act. The Tribunal provides for an impartial, independent means to appeal decisions concerning **compensation claims** and licensing activities regulated by the Ministry of Consumer and **Business** Services, the Ministry of Transportation, the Ministry of Community, Family and Children's Services and the Ministry of Training, Colleges and Universities. The Tribunal carries on the duties of the licensing appeal responsibility of the Child and Family Services Review Board, the Commercial **Registration** Appeal Tribunal, the Licence Suspension Appeal Board and the Private **Vocational** School Review Board.

Services offered to the Public:*Appeal Tribunal***LIQUOR CONTROL BOARD OF ONTARIO**

55 Lakeshore Blvd E

Toronto M5E 1A4

Toll Free 1-800-668-5226

www.lcbo.com

The **Liquor** Control Board controls the production, importation, distribution and sale of **alcoholic** beverages in Ontario.

Services offered to the Public:*IMAGE Books**LCBO Brand List With Vendor and Agent Names**LCBO List of Consignment Agents**LCBO Ontario Agent List**LCBO People Places Numbers**LCBO Store Name and Address Directory*

ONTARIO FILM REVIEW BOARD


1075 Millwood Rd
 Toronto M4G 1X6
 General Inquiry (416)314-3626
 Fax (416)314-3632
 www.ofrb.gov.on.ca
 8:30 - 5:00

The Ontario **Film** Review Board is an independent agency of the Ministry of Consumer and Business Services. The Board approves and classifies all films and videos and all **advertising** for exhibition or distribution in Ontario. The Board's mission statement is to reflect the diverse communities of Ontario by striving to reach consensus in the **classification** of films and videos, and to assist the public in making informed viewing decisions.

Services offered to the Public:

Approval and Classification of Films and Videos

ONTARIO RACING COMMISSION

9th Flr, 20 Dundas St W
 Toronto M5G 2C2
 General Inquiry (416)327-0520
 Fax (416)325-3478
 8:30 - 5:00 

The Ontario **Racing** Commission (ORC) was established under the Racing Commission Act in 1950 to govern, direct, control and regulate horse racing in the province. The **ORC** licenses all race track operators, teletheatre locations and all racing participants. Rules of racing are developed and enforced by the ORC, which holds public **hearings** on any **appeals** or rulings issued by Commission Judges or Stewards officiating at races. The ORC also approves the dates a race track can operate. The ORC can be contacted to provide information regarding when and where racing is being conducted, **licensing** requirements and any general inquiries on the racing and breeding industry.

Services offered to the Public:

Information Services

Licence to Participate in Racing

ACTS

Alcohol and Gaming Regulation and Public Protection Act, 1996
 Apportionment Act
 Arthur Wishart Act (Franchise Disclosure), 2000
 Assignments and Preferences Act
 Athletics Control Act
 Bailiffs Act
 Boundaries Act
 Business Corporations Act
 Business Names Act
 Business Practices Act
 Business Regulation Reform Act, 1994
 Cemeteries Act (Revised)
 Certification of Titles Act
 Change of Name Act
 Collection Agencies Act

Condominium Act, 1998
Consumer Protection Act
Consumer Protection Bureau Act
Consumer Reporting Act
Corporations Act
Corporations Information Act
Debt Collectors Act
Discriminatory Business Practices Act
Electricity Act
Electronic Registration Act
Extra-Provincial Corporations Act
Factors Act
Funeral Directors and Establishments Act
Gaming Control Act, 1992
Horse Riding Safety Act, 2001
Land Registration Reform Act
Land Titles Act
Licence Appeal Tribunal Act
Limited Partnerships Act
Liquor Control Act
Liquor Licence Act
Loan Brokers Act
Marriage Act
Ministry of Consumer and Business Services Act
Motor Vehicle Dealers Act
Motor Vehicle Repair Act
Official Notices Publication Act
Ontario New Home Warranties Plan Act
Paperback and Periodical Distributors Act
Partnerships Act
Personal Property Security Act
Petroleum Products Price Freeze Act, 1975
Prepaid Services Act
Racing Commission Act, 2000
Real Estate and Business Brokers Act
Registry Act
Repair and Storage Liens Act
Residential Complex Sales Representation Act
Retail Business Holidays Act
Safety and Consumer Statutes Administration Act
Technical Standards and Safety Act, 2000
Theatres Act
Travel Industry Act
Vital Statistics Act
Vitners Quality Alliance Act, 1999
Wine Content Act and Labelling Act, 2000


MINISTRY OF CULTURE

Ferguson Block

12th Flr, 77 Wellesley St W

Toronto M7A 1N3

General Inquiry (416)326-1234

www.culture.gov.on.ca 

The Ministry of Culture is responsible for the development of policies and programs and the operation of programs related to arts, cultural industries, heritage sectors and public libraries in Ontario. It oversees program and financial liaison with the ministry's eleven cultural agencies and two library agencies

DEPUTY MINISTER


COMMUNICATIONS BRANCH

Hearst Block

9th Flr, 900 Bay St

Toronto M7A 2E1

General Inquiry (416)326-9326

Fax (416)325-5968 

Reporting to the Deputy Minister, the Communications Branch provides leadership in communicating the ministry's programs and policies related to its core businesses and to the government's corporate communications agenda. The branch supports the Minister, Deputy Minister and senior ministry staff in handling contentious issues, in responding to public inquiries, in evaluating and implementing communication plans. The branch also advises on, and organizes the Minister's, Parliamentary Assistant's and Deputy Minister's participation in public events. The media, the general public and the many Ontario businesses that depend on the tourism industry are also serviced by the Communications Branch through the publication of news releases, internet sites, and the hosting of special events and announcements related to the ministry's core businesses.

CORPORATE POLICY UNIT

Ferguson Block

9th Flr, 77 Wellesley St W

Toronto M7A 1N3


General Inquiry (416)325-8292

Fax (416)325-8568

8:00 - 5:00


The Corporate Policy Unit provides the Ministers and Deputy Ministers with high-quality and timely policy advice on Cabinet, senior committee agendas and related business. The unit leads the review and analysis of Cabinet submissions, legislation and policy proposals initiated by other ministries to identify, evaluate and develop recommendations on potential impact on ministries' policies, programs and clients. The unit acts as the primary Ministry of Culture and Ministry of Tourism and Recreation contact with Cabinet Office on Cabinet agenda issues and works with the ministry staff to develop quality submissions that meet central agency requirements for policy and communications analysis. The unit liaises with other ministries and participates on inter-ministerial committees to represent the Ministry of Culture and the Ministry of Tourism and Recreation's policy positions and pro corporate policy advice and briefings.

CULTURE DIVISION

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7265
8:30 - 5:00 


The Culture Division is responsible for the development of policies and programs and the operation of programs related to the arts, cultural industries, heritage sectors and public libraries in Ontario. They oversee program and financial liaison with the ministry's eleven cultural agencies and two library agencies.

ARTS AND CULTURAL INDUSTRIES UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7747
Fax (416)314-7091
9:00 - 5:00 


The **Arts** and **Cultural** Industries Unit generates policies to promote the cultural vitality of Ontario, fosters links with other departments across government and advises on sector strategies for economic success. The unit also delivers a variety of programs including operating support for eligible Arts Service Organizations and assists partnerships designed to increase self-sufficiency through the Cultural Strategic Investment Fund. Policy and program areas serve to advise and research many cultural areas, including book publishing, magazine publishing, sound recording, **film** and TV, digital media, visual arts, **theatre**, dance and literature, so that Ontario's creative community may continue to thrive and prosper.

CULTURE AGENCIES UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-8717
Fax (416)314-7460
9:00 - 5:00 


The Culture Agencies Unit is responsible for fiscal, policy and program liaison with 12 agencies of the ministry. The agencies are: the Art Gallery of Ontario, McMichael Canadian Art Collection, Ontario Arts Council, Ontario Heritage Foundation, Ontario Media Development Corporation, Ontario Science Centre, Ontario Trillium Foundation, Royal Botanical Gardens, Royal Ontario Museum and Science North. The unit is also responsible for the accountability relationship with the Southern Ontario Library Service and the Ontario Library Service - North.

HERITAGE AND LIBRARIES BRANCH

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7358
Fax (416)314-7635
9:00 - 5:00 


The Heritage and Libraries Branch protects Ontario's heritage in order to maximize its contribution to the province's economic and social vitality and provides leadership to public libraries and library agencies to develop accessible, equitable and empowering information and library services for the people of Ontario.

HERITAGE OPERATIONS

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7148
General Inquiry (416)314-7155
Fax (613)244-4282 (Ottawa)
Fax (519)675-7777 (London)
Fax (416)314-7175
9:00 - 5:00 


The **Heritage Operations** Unit performs regulatory, planning and educational functions related to **archaeological** and cultural resource management. These functions are outlined in the Ontario Heritage Act, and support resources conservation under the Planning Act and the **Environmental Assessment** Act and other pieces of legislation. The unit maintains a database of the 16,000 known archaeological sites in Ontario. Through three regional archaeology offices, the unit assists communities and groups in identifying, conserving and managing **marine** and land-based archaeological resources, and provides technical assistance to projects that encourage education and training in archaeological **research** and resource conservation. Specialized advisory services and funding assistance is provided to a wide range of heritage groups including community **museums**, local historical societies and other heritage organizations. Archaeological licences are provided through this unit.

HERITAGE POLICY AND PROGRAM DEVELOPMENT

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7136
(416)314-7137 (Conservation Review Board)
Fax (416)314-7790
9:00 - 5:00 


Heritage Policy and Program Development unit advises other provincial ministries, municipalities, Municipal Heritage Committees, heritage organizations and the private sector on heritage conservation and planning, provides technical assistance on **architectural conservation** practices and techniques and develops policies and programs to promote heritage conservation in Ontario. The unit maintains a register of designated heritage properties. The unit provides support to the Conservation Review Board, an agency of the Ministry of Culture.

LIBRARIES

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7620
Fax (416)314-7635
9:00 - 5:00 


The Libraries unit administers the Public Libraries Act, develops and evaluates provincial policies on **library** services, provides consultative support and administers grant and **pay equity** programs and the Public Library Service **Awards**. The unit partners with two agencies: the Ontario Library Service - North and the Southern Ontario Library Service, which deliver programs and services for the ministry.

INTERNAL AUDIT SERVICES

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6560
Fax (416)585-7377
8:30 - 4:45 


Internal Audit Services is an independent, objective assurance and consulting activity designed to add value and improve the operations of the Ministries of Citizenship, Tourism and Recreation, and Culture. Internal Audit Services helps these ministries accomplish their objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance.

REGIONAL AND CORPORATE SERVICES DIVISION

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7311
Fax (416)314-7313
8:30 - 4:45 


The Regional and Corporate Services Division provides legal, financial, human resources and administrative services and advice to Deputy Ministers and program divisions of the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation as required, for the efficient operation of each ministry. It also provides regional support services to the ministries' program areas of tourism, culture, citizenship, seniors, women, and sport and recreation. This includes the coordination of specialized systems and technical support and the development and implementation of the ministries' management improvement initiatives. It executes a number of control functions and services as the ministries' liaison with Management Board of Cabinet.

CORPORATE RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6136
Fax (416)314-4968
8:30 - 4:45 

The Corporate Resources Branch provides advice on business and fiscal planning, accounting, modern controllership, facilities management, and related financial and administrative matters to the Ministry of Citizenship, Ministry of Culture, and Ministry of Tourism and Recreation. The Facilities, Information and Records Management Unit is responsible for facilities and assets management, Freedom of Information/Protection of Privacy, print services, and records management. The Business and Fiscal Planning Unit is responsible for budget management, financial analysis and business planning. The Accounting and Controllership Unit is responsible for financial systems and reporting, modern controllership and service management.


FREEDOM OF INFORMATION/PROTECTION OF PRIVACY ACT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7094
Fax (416)314-7722
8:00 - 4:30 

The Freedom of Information/Protection of Privacy Unit administers the Freedom of Information and Protection of Privacy Act within the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation. Assistance to the public in locating certain records or processing


requests is available from the Freedom of Information/Protection of Privacy Office. Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

HUMAN RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6078
Fax (416)325-6371
8:30 - 4:45 


Human Resources Branch provides strategic consulting and human resource planning services to executive and line managers. It provides interpretation and advice on human resource policies and procedures, collective agreement administration, health and safety services, position classification, recruitment, organizational design, human resources planning and learning services, and French language services for the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation. In addition, it coordinates the Ontario Works and Special Employment Program for the Ministries of Tourism and Recreation and Culture.

LEGAL SERVICES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7025
Fax (416)314-7038
9:00 - 5:00 

The Legal Services Branch provides strategic legal advice and services to the Ministry of Citizenship, the Ministry of Culture, and the Ministry of Tourism and Recreation and certain of their agencies to assist them in meeting their business goals and corporate initiatives. Principal areas of law include commercial, corporate, real property, intellectual property, human rights, administrative and contract.

REGIONAL SERVICES BRANCH

3rd Flr, Suite 300, 123 Edward St
Toronto M7A 2R9
General Inquiry (416)314-0738
TTY (416)314-6687
TTY Toll Free 1-800-855-0511
Fax (416)314-6686
8:30 - 5:00 

Regional Services Branch provides value-added consulting and delivery services to program areas of the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation.

CENTRAL AREA

5th Flr, 180 Dundas St W
Toronto M7A 2R9
General Inquiry (416)314-6044
Toll Free 1-877-395-4105
Fax (416)314-2024
8:30 - 5:00

HAMILTON OFFICE


14th Flr, 119 King St W

Hamilton L8P 4Y7

General Inquiry (905)704-3950

Toll Free 1-877-395-4105

Fax (905)521-7398


8:30 - 4:45 **MIDHURST OFFICE**

2284 Nursery Rd

Midhurst L0L 1X0

Toll Free 1-877-395-4105

Fax (705)739-6697

8:30 - 4:45 **NORTHERN AREA**

Suite 334, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1683

Toll Free 1-800-465-6861

Fax (807)475-1297

8:30 - 4:45

DRYDEN OFFICE

Ontario Government Bldg

479 Government Rd


PO Box 3000

Dryden P8N 3B3

General Inquiry (807)223-8682

Toll Free 1-800-525-8785

Fax (807)223-8502

8:30 - 4:45 **KENORA OFFICE**


810 Robertson St

Kenora P9N 4J4

General Inquiry (807)468-2450

Toll Free 1-800-465-1108

Fax (807)468-2788

8:30 - 4:45 **NORTH BAY OFFICE**


447 McKeown Ave

North Bay P1B 9S9

General Inquiry (705)494-4182

Toll Free 1-800-461-9563

Fax (705)494-4069

8:30 - 4:45 **ST CATHARINES OFFICE**


9th Flr, 301 St Paul St

St Catharines L2R 7R4

General Inquiry (905)704-3950

Toll Free 1-800-263-2441

Fax (905)704-3955

8:30 - 4:45 **SAULT STE MARIE OFFICE**

Roberta Bondar Pl


Suite 200, 70 Foster Dr

Sault Ste Marie P6A 6V8

General Inquiry (705)945-5885

Toll Free 1-800-461-7284 (Within Area Code 705)

Fax (705)945-5931

8:30 - 4:45 **SIOUX LOOKOUT OFFICE**

62 Queen St


PO Box 267

Sioux Lookout P9T 1A3

General Inquiry (807)737-1018

Toll Free 1-800-529-6619

Fax (807)737-3419

8:30 - 4:45 **SUDBURY OFFICE**

Ontario Government Bldg


Suite 401, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)564-3035

Toll Free 1-800-461-4004

Fax (705)564-3043

8:30 - 4:45 

THUNDER BAY OFFICE

Suite 334, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1683

Toll Free 1-800-465-6861

Fax (807)475-1297

8:30 - 4:45 ♿

SOUTHEAST AREA

1st Flr, 530 Tremblay Rd

Ottawa K1G 6B7

General Inquiry (613)742-3360

Toll Free 1-800-267-9340

Fax (613)742-5300

8:30 - 4:45

BRACEBRIDGE OFFICE

15 Dominion St

Bracebridge P1L 2E7

General Inquiry (705)646-0641

Toll Free 1-800-360-1304

Fax (705)646-0544

HUNTSVILLE OFFICE

207 Main St W

Huntsville P1H 1Z9

General Inquiry (705)789-4448

Fax (705)789-9533

8:30 - 4:45 ♿

KINGSTON OFFICEOntario Government Bldg Beechgrove
Complex

51 Heakes Lane

Kingston K7M 9B1

General Inquiry (613)531-5580

Toll Free 1-800-293-7543

Fax (613)531-5585

8:30 - 4:45 ♿

SOUTHWEST AREA

Suite 405, 30 Duke St W

Kitchener N2H 3W5

Toll Free 1-800-265-2189

Fax (519)578-1632

8:30 - 4:30 ♿

KITCHENER OFFICE

4th Flr, Suite 405, 30 Duke St W

Kitchener N2H 3W5

Toll Free 1-800-265-2189

Fax (519)578-1632

8:30 - 4:30 ♿

TIMMINS OFFICE

Ontario Government Complex

Hwy 101 E

PO Box 3085

South Porcupine P0N 1H0

General Inquiry (705)235-1550

Toll Free 1-800-305-4442

Fax (705)351-1553

8:30 - 4:45 ♿

OTTAWA OFFICE

1st Flr, 530 Tremblay Rd

Ottawa K1G 6B7

General Inquiry (613)742-3360

Toll Free 1-800-267-9340

Fax (613)742-5300

8:30 - 4:45 ♿

PETERBOROUGH OFFICE

South Tower

2nd Flr, 300 Water St

Peterborough K9J 8M5

General Inquiry (705)755-2624

Toll Free 1-800-461-7629 (For Area Code 705
only)

Fax (705)552-2631

8:30 - 4:45 ♿

LONDON OFFICE

2nd Flr, 659 Exeter Rd

London N6E 1L3

Toll Free 1-800-265-4730

Fax (519)873-4061

8:30 - 4:30 ♿

MARKDALE OFFICE

181 Toronto St S

PO Box 496

Markdale N0C 1H0

Toll Free 1-800-265-5520

Fax (519)986-3014

8:30 - 4:30 ♿

WINDSOR OFFICE

221 Mill St

Windsor N9C 2R1

Toll Free 1-800-265-1330

Fax (519)973-1414

8:30 - 4:45 ♿

TECHNOLOGY AND BUSINESS SOLUTIONS BRANCH (MCL/MCZP/MTR)

2nd Flr, 400 University Ave

Toronto M7A 2R9

General Inquiry (416)325-6296

Fax (416)325-6388

8:30 - 5:00 ♿

The Technology and Business Solutions Branch is responsible for the planning and implementation of information technology to meet business requirements of the Ministries of: Citizenship (including Women's Directorate and Seniors' Secretariat); Tourism and Recreation; and Culture. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network. Under administrative agreements, the branch also provides information and information technology services and support to the Office of Francophone Affairs and the Ontario Human Rights Commission.

AGENCIES, BOARDS AND COMMISSIONS**ART GALLERY OF ONTARIO**

317 Dundas St W

Toronto M5T 1G4

General Inquiry (416)977-0414

(416)979-6648 (Automated Information)

(416)979-6660 (Automated Switchboard)

Fax (416)979-6669 (Director's Office)


Fax (416)979-6646

www.ago.net

9:00 - 5:00 ♿


The **Art** Gallery of Ontario (AGO) has a permanent collection of more than 36,000 works representing Canadian, international, **historical**, modern and contemporary art, including the largest international public collection of works by Henry Moore. Visitors may also tour The Grange, a restored historic house adjoining the gallery. The AGO offers a variety of activities such as **tours**, lectures, performances and films, as well as **educational** programs for all ages. The gallery operates an outreach program which includes travelling **exhibitions** and artists' workshops to communities throughout Ontario and Canada. Other services provided by the AGO include activity centres (e.g. Hands-On), resource centres (e.g., art reference **library**, print and drawing centre), restaurant, retail shop and art rental and sales.

CONSERVATION REVIEW BOARD

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7137
Fax (416)314-7790 


The **Conservation** Review Board holds **hearings**, at the request of a municipality, if owners object to municipal designation of property for **historical** or **architectural conservation**. The board reports its findings to the municipal council. Hearings are also held for **appeals** on the Minister's designation of **archaeological** or historic sites or on the Minister's refusal of archaeological **licences**.

MCMICHAEL CANADIAN ART COLLECTION

10365 Islington Ave
Kleinburg L0J 1C0
General Inquiry (905)893-1121
Fax (905)893-2588
www.mcmichael.com
8:30 - 4:30 


The McMichael Canadian **Art** Collection houses one of the most important collections of Canadian art in the world with a focus on the Group of Seven and their contemporaries. From the initial gift by Robert and Signe McMichael in 1965 of 200 art works, a log and fieldstone building and 10 acres of land, the McMichael Canadian Collection has expanded to over 6,000 works and 100 acres of land. It remains the only major art **museum** in Canada devoted exclusively to Canadian art.

ONTARIO ARTS COUNCIL

5th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)961-1660
Toll Free 1-800-387-0058
Fax (416)961-7796
www.arts.on.ca
9:00 - 5:00 


The Ontario **Arts** Council (OAC) is an arm's-length agency of the Ontario Ministry of Culture that supports professional artists and arts organizations in Ontario through granting programs, awards and services. Since its establishment in 1963, OAC has played a vital role in promoting and assisting the development of the arts and artists for the enjoyment and benefit of all Ontarians.

ONTARIO ARTS COUNCIL FOUNDATION

5th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)969-7413
Fax (416)921-8763 


The Ontario **Arts** Council Foundation is a public charitable foundation which administers private funds given to support the arts. Income on these funds is disbursed each year in the form of **awards** and scholarships. The Ontario Arts Council Foundation also administers the \$50-million Arts Endowment Fund Program (AEF). The AEF is a program of the Government of Ontario, through the Ministry of Culture.

ONTARIO CULTURAL ATTRACTIONS FUND

5th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)969-7421
Fax (416)921-8763
www.ocaf.on.ca
9:00 - 5:00 


The Ontario **Cultural** Attractions Fund is a program of the Ministry of Culture administered by the Ontario Cultural Attractions Fund. The \$20 million dollar revolving **loan** and grant fund is dedicated to promoting tourism and building organizational capacity.

ONTARIO HERITAGE FOUNDATION

10 Adelaide St E
Toronto M5C 1J3
General Inquiry (416)325-5000
Fax (416)325-5071
www.heritagefdn.on.ca
8:30 - 5:00 

The Ontario **Heritage** Foundation (OHF) is dedicated to preserving, protecting and promoting Ontario's heritage for people to enjoy now and for others to experience in the future. The OHF manages and, in some cases, restores provincially significant historic buildings and their related artifact and **archaeological** collections; provides public access and interpretative programs at its properties; negotiates and monitors **conservation** easement agreements with owners of both **historical** buildings and natural heritage sites. The OHF encourages efforts to preserve and promote Ontario's heritage through community programs, including Doors Open Ontario, Young Heritage Leaders and the Heritage Community Recognition Program. The Provincial Historical Plaques Program, which commemorates historically significant people, places, events, sites and structures, is administered by the OHF, along with the local marking program. Through natural heritage programs, the Foundation protects significant sites.

ONTARIO LIBRARY SERVICE - NORTH

334 Regent St
Sudbury P3C 4E2
General Inquiry (705)675-6467
Toll Free 1-800-663-7226 (Tele-Reference Service)
Toll Free 1-800-461-6348 (Interloan Requests Service)
Fax (705)675-2285
Toll Free Fax 1-800-398-8890 (Interloan Requests Service)
Toll Free Fax 1-800-563-0561 (Tele-Reference Service)
www.olsn.ca
8:30 - 4:30 

Ontario **Library** Service - North is an agency of the ministry, and one of two Ontario Library Service boards. The mandate of Ontario Library Service - North is to increase cooperation among public libraries and facilitate the development of local services. Services include resource-sharing networks, inter-library loan, coordinated telecommunications, planning and coordination, materials delivery and cooperative collection development. Ontario Library Service - North also provides consultation and technical assistance, First Nations library services, regional development clusters of libraries, trustee development, seminars and workshops.

KIRKLAND LAKE

11 Station Rd S

Kirkland Lake P2N 3H2

General Inquiry (705)567-3341

Fax (705)567-9410

8:30 - 4:30

THUNDER BAY

946B Cobalt Cres

Thunder Bay P7B 5W3

General Inquiry (807)683-1670

Fax (807)344-0075

8:30 - 4:30 ♿

ONTARIO MEDIA DEVELOPMENT CORPORATION

North Tower

Suite 300, 175 Bloor St E

Toronto M4W 3R8

General Inquiry (416)314-6858

Fax (416)314-6876

www.omdc.on.ca

9:00 - 5:30 ♿

The Ontario Media Development Corporation (OMDC) is an operational agency of the Ministry of Culture. The OMDC focuses on encouraging strategic business partnerships among the cultural media industries, including **film** and **television** production, book and magazine **publishing**, music and interactive digital media. The Tax Credit Group administers processes and assesses eligibility for the Ontario Government's film, television, digital interactive media, music and book publishing tax credit programs. Business Innovation Group develops business skills in all of the sectors. Marketing Group encourages Ontario cultural media companies to exploit export marketing opportunities and promoting Ontario as a jurisdiction in which to invest and do business. Corporate Affairs Group oversees corporate communications, research, industry advisory committees, the OMDC Conference and operating support to the Toronto International Film Festival Group and the Canadian Film Centre.

ONTARIO SCIENCE CENTRE

770 Don Mills Rd

Toronto M3C 1T3

General Inquiry (416)429-4100

Fax (416)696-3189 (Exhibit Operations)

Fax (416)696-3161 (Marketing)

Fax (416)696-3181 (Research & Planning)

Fax (416)696-3106 (Facility Services)

Fax (416)696-3241 (Facility Services)

Fax (416)696-3124 (Mailroom)

Fax (416)696-3167 (International Sales)

Fax (416)696-3166 (Visitor Admission)

Fax (416)696-3197 (Science Education)


Fax (416)696-3135 (Director General)

Fax (416)696-3115 (Design)

www.osc.on.ca ♿


The Ontario **Science** Centre opens minds to science and **technology** by creating interactive exhibits, demonstrations and programs that excite curiosity, inspire insight and motivate learning. Everyday, staff hosts demonstrate the wonders of science - in electricity (a hair-raising experience), papermaking, chemistry, a starlab, a foundry and seasonal nature walks. Entertaining scientific fun is explored in more than 800 exhibits within 13 exhibition halls. New **exhibitions** including the Attractions Canada award winning, **TIMESCAPE: Unearthing the Mysteries of Time** provide powerful hands-on encounters with cutting-edge technology. The Shoppers Drug Mart OMNIMAX **Theatre** thrills the senses with daily screenings. One of the top ten domed theatres in the world, the OMNIMAX Theatre wraps 24 metres of image and 13,000 watts of sound around the viewer.

ONTARIO TRILLIUM FOUNDATION

5th Flr, 45 Charles St E
Toronto M4Y 1S2
General Inquiry (416)963-4927
(416)963-7905 (TTY/TDD)
Toll Free 1-800-263-2887
Fax (416)963-8781
www.trilliumfoundation.org
8:30 - 5:00 


The Ontario Trillium Foundation is an agency of the Ministry of Culture. Trillium provides funds to **charitable** and not-for-profit organizations that benefit the community

ROYAL BOTANICAL GARDENS

680 Plains Rd W
Burlington L7T 4H4
General Inquiry (905)527-1158
(905)527-1158x246 (Library)
(905)527-1158x276 (Nature Interpretive Centre)
(905)527-5577 (Gardens' Shop)
(905)529-2920 (Gardens' Cafe)
(905)577-7771 (RBG Auxiliary)
(905)527-1158x290 (Corporate Support, Sponsorships)
(905)527-1158x513 (Pappus Editor)
(905)527-1158x229 (Membership Sales & Information/Memorials/Gifts-In-Kind)
(905)527-1158x270 (Public/Education Programs Registration)
(905)527-1158x273 (Facility Rentals)
(905)527-1158x291 (Group Tour Bookings)
(905)527-1158x223 (Festivals/Events Information Hotline - Summer)
Toll Free 1-800-694-4769 (Garden Information Service)
Fax (905)577-0375 (General Fax)
Fax (905)527-8734 (Director's Office)
www.rbg.ca
9:00 - 5:00 


The Royal Botanical **Gardens** (RBG) is a major scientific and **research** institution located in the Hamilton/Burlington area. In its 2,700 acres, it encompasses formal outdoor gardens, areas of natural **heritage** significance such as Cootes Paradise, and a Mediterranean Greenhouse featuring exotic flowers and trees. **Tours** and educational programs are offered providing a wide variety of learning experiences in botanical studies, **horticulture**, natural history, and **arts** and crafts. Other public services include a **library** specializing in botany and ornamental horticulture in Ontario, gift shop and dining facilities open year-round.

ROYAL ONTARIO MUSEUM

100 Queen's Park
 Toronto M5S 2C6
 General Inquiry (416)586-5549
 TTY (416)586-5550
 Fax (416)586-8044 (Vice Presidents)
 Fax (416)586-5733 (Board of Trustees)
 Fax (416)586-5703 (Membership)
 Fax (416)586-5863 (Central)
 Fax (416)586-5827 (Human Resources)
 Fax (416)586-5685 (President & Chief Operating Officer)
 Fax (416)586-5649 (ROM Foundation)
 Fax (416)586-8022 (Marketing Communications)
www.rom.on.ca 


The Royal Ontario **Museum** (ROM) is the largest museum in Canada, with a collection of over six million artifacts and specimens representing arts, archaeology and natural **science**. Among many highlights, its Chinese collection is one of the finest in the world. The ROM offers a variety of activities such as special **exhibitions**, guided **tours**, performances, lectures and films, as well as **educational** programs for all ages. Extensive outreach services feature travelling exhibits, school programs and resource packages, and a speakers' bureau. Other services include specialized **libraries**, gift shops and a café. The museum is open to the public Monday through Sunday 10:00 a.m. - 6:00 p.m. and also during Christmas and March Break school holidays. The museum offers Free Friday Nights, 4:30 - 9:30 p.m. and discounted student/seniors admissions.

ROM FOUNDATION

100 Queen's Park
 Toronto M5S 2C6
 General Inquiry (416)586-5660
 Fax (416)586-5649 

The ROM Foundation was incorporated as a separate legal entity by the Province of Ontario in 1992. It is governed by an independent Board of Directors. The ROM Foundation coordinates all private sector fundraising to enhance the **museum's** programs, collections and research and to ensure the stability and growth of the museum's endowments.


SCIENCE NORTH

100 Ramsey Lake Rd
 Sudbury P3E 5S9
 General Inquiry (705)522-3701 (extension 0)
 Fax (705)522-4954 (Administration)
 Fax (705)522-1283 (Exhibit)
 Fax (705)522-8551 (CEO's Office)
www.sciencenorth.ca
 10:30 - 5:00 

Science North provides a stimulating bilingual learning program involving people in the relationships between science, **technology** and everyday life, with particular emphasis on the northern environment. It presents participatory exhibits and **educational** science programs through three floors of interactive activities. Science North attractions include a science centre, IMAX **film** theatre, Virtual Voyages - Motion Simulator, and the F. Jean MacLeod Butterfly Gallery. School groups participate extensively in the many programs available year-round at Science North. Other services, open daily year-round, include a rock cavern theatre for 3D-films, object theatres, gift shop and dining facilities. Dynamic Earth, an earth science interactive centre that includes an


underground tour is under construction and is scheduled to open on April 17, 2003 as a new Science North attraction.

SOUTHERN ONTARIO LIBRARY SERVICE

Suite 601, 151 Bloor St W
 Toronto M5S 1T6
 General Inquiry (416)961-1669
 Toll Free 1-800-387-5765
 Fax (416)961-5122
www.sols.org 

Southern Ontario **Library** Service is an agency of the ministry, and one of two Ontario Library Service boards. The mandate of Southern Ontario Library Service is to increase cooperation among public libraries and facilitate the development of local services. Services include resource-sharing networks, inter-library loan, coordinated telecommunications, planning and coordination, materials delivery and cooperative collection development. Southern Ontario Library Service also provides consultation and technical assistance, First Nations library services, regional development clusters of libraries, trustee development, seminars and workshops.


OTTAWA

Suite 310, 1900 City Park Dr
Ottawa K1J 1A3
 General Inquiry (613)742-0707
 Toll Free 1-800-267-2758
 Fax (613)742-0712 

ACTS

Art Gallery of Ontario Act
 Arts Council Act
 Centennial Centre of Science and Technology Act
 Foreign Cultural Objects Immunity from Seizure Act
 George R. Gardiner Museum of Ceramic Art Act
 German Pioneers Day Act, 2000
 McMichael Canadian Act Collection Act
 Ontario Heritage Act
 Public Libraries Act
 Royal Botanical Gardens Act, 1989
 Royal Ontario Museum Act
 Science North Act
 Tartan Act, 2000


MINISTRY OF EDUCATION

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2929
Toll Free 1-800-387-5514 (Outside 416 Area Code)
TTY Toll Free 1-800-263-2892
Fax (416)325-6348
www.edu.gov.on.ca
8:00 - 5:00 

The Ministry of Education administers the system of publicly funded elementary and secondary school education in Ontario, in accordance with the directions set by the provincial government. The ministry also provides education services to students at schools for the blind, the deaf and the deafblind. The Minister of Education, through the ministry, issues curricula; sets requirements for student diplomas and certificates; and provides funding to school boards for academic instruction and for building and maintaining schools. The minister may also set policy for student assessment, which is then carried out by the Education Quality and Accountability Office (EQAO). The EQAO gives the minister advice on assessment policy, and issues reports on the results of its assessments.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH


Mowat Block
14th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4545
Toll Free 1-800-387-5514 (Outside 416 Area Code)
TTY Toll Free 1-800-263-2892
Fax (416)325-2934
www.edu.gov.on.ca 

The Communications Branch provides strategic communications advice and support to the Minister and Deputy Minister of the Ministries of Education and Training, Colleges and Universities. It works with senior personnel in each ministry to identify, develop and implement a variety of corporate communications programs for the education and training sectors, and the public. Services include media relations; issues management; answering telephone inquiries from the public; publishing curriculum and teaching resources for educators and trainers; writing and producing a variety of public information materials; managing preparation of ministry correspondence; coordinating events; coordinating advertising; and managing the ministry website.

Services offered to the Public:


Public Inquiries

CORPORATE MANAGEMENT AND SERVICES DIVISION

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2772
Fax (416)325-2778
8:00 - 5:00 


The Corporate Management and Services Division is responsible for the administration of the ministry's financial and material resources; for the provision of administrative, financial, audit and library services; for the provision of legal services in support of ministry programs, policies and legislation; for the administration, development and support of the ministry human resources; and for the overall corporate planning of the ministry. The division is also responsible for administering the Workplace Discrimination and Harassment Prevention policy within the ministry, and for ensuring compliance to the French Language Services Act and the Freedom of the Information and Protection (FOI) Act.

AUDIT SERVICES BRANCH

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0732
Fax (416)325-1120
8:00 - 5:00 


Audit Services Branch performs an assurance consulting function, which assists the ministry in accomplishing its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the organization's risk management, control and governance.

BUSINESS PLANNING AND EXPENDITURE MANAGEMENT BRANCH

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835
8:30 - 5:00 

The Business Planning and Expenditure Management Branch develops the Ministry's business plan, including estimates and Management Board submissions and reports; liaises and consults with central agencies on issues that impact the Ministry's fiscal position; and provides facilities management services and oversees the operations of the Ministry Library.

BRIAN FLEMING RESEARCH AND LEARNING LIBRARY

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2652
Fax (416)325-4235
9:00 - 5:00 

Brian Fleming Research and Learning **Library** holds the ministries' specialized print and electronic collections, focusing on K-12, postsecondary and training. It conducts personalized research, arranges inter-library loans, and purchases documents, reports, books and journal articles.

BUSINESS PLANNING AND FINANCIAL UNIT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 ☎

Business Planning and Financial Unit provides advisory/consultative support to branches in the development of business plans and management board submissions, focussing on the "business case" and the fiscal and financial plan. It "advocates" ministry financial proposals to Central Agencies, primarily Management Board Secretariat. It also develops Operating and Capital Quarterly Reports, to identify in-year and future-year pressures and savings.

EXPENDITURE MANAGEMENT AND CONTROL

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835
8:00 - 5:00 ☎

Expenditure Management and Control provides financial stewardship of the ministry's financial assets by: ensuring expenditure management controls are in place; managing the Public Accounts reporting process; promoting/supporting Transfer Payment accountability; providing financial reporting on ministry programs; and providing financial training.

FACILITIES MANAGEMENT SERVICES

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)327-9151
8:30 - 5:00 ☎


Facilities Management Services provides accommodation services to ensure an efficient and safe work environment. Services include: office design/renovation; building maintenance coordination; security; emergency evacuation planning; fleet management; shipping and receiving; 3R: Reuse, Recycle and Reduce.

QUALITY IMPROVEMENT AND PERFORMANCE MANAGEMENT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 ☎


Quality Improvement and Performance Management provides advisory/consultative support to branches in the development of business plans and management board submissions, focussing on performance measurement and risk management. It supports branches in implementing accountability and agency accountability, environmental scanning, operational planning, program evaluation and quality improvement.

SERVICE MANAGEMENT UNIT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 


Service Management Unit provides advice and coordination and facilitates the business support service relationship between the learning ministries and the Shared Services Bureau. It also leads and administers the Delegation of Authority Framework.

HUMAN RESOURCES BRANCH

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9002
Fax (416)327-9043
8:30 - 5:00 

The Human Resources Branch provides leadership and advice in strategic human resources planning, the development of human resources policies and procedures, organization design and classification, staffing, labour relations, workplace health and safety, equal opportunity, employment transition and training development.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY


Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0070
Fax (416)327-1912
8:00 - 5:30 

The Freedom of Information and Protection of Privacy (FOIPP) unit is responsible for compliance to the Freedom of Information and Protection of Privacy Act within the Ministry of Education. This unit responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to access and privacy matters.

Services offered to the Public:


Access to Information

HR CONSULTING SERVICES UNIT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9014
Fax (416)326-2856
8:30 - 5:00 


HR Consulting Services Unit provides services in the following areas: staffing, classification, labour relations, employment transition, workplace health and safety, organizational design and business planning as well as the development of policies and best practices and the identification of strategic workforce impacts.

HR INNOVATIONS AND STRATEGIC PLANNING

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9137
Fax (416)325-9043
8:30 - 5:00 


HR Innovations and Strategic Planning leads the development, implementation, delivery and evaluation of the ministry's strategic human resources plan. This includes research development and implementation of human resources policies and programs such as performance management, succession planning, employee and leadership development, organization development and workforce reporting/analysis. This unit also provides advice and administration in compensation and benefits.

ORGANIZATIONAL DEVELOPMENT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9002
Fax (416)326-2856 


Organizational Development develops initiatives, products and tools aimed at improving the organizational capacity of the ministry, fostering continuous improvement and motivating staff. It designs leadership forums and a leadership development program, manages corporate change projects, promotes good practices in employee recognition and orientation, and facilitates team and group learning.

LEGAL SERVICES BRANCH

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2403
Fax (416)325-2410
8:30 - 5:00 

The Legal Services Branch provides the Ministry of Education with legal services in all areas of education. This includes giving legal advice on ministry programs and policy; drafting legislation and regulations; drafting contracts; preparing and reviewing other legal documents; providing legal support in defending litigation and human rights complaints; negotiations; and freedom of information.


ELEMENTARY/SECONDARY BUSINESS AND FINANCE DIVISION

Mowat Block
2nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-6127
Fax (416)327-1182
8:30 - 5:00 

The Elementary/Secondary Business and Finance Division focuses on implementation of ministry policy and on the delivery of support services to elementary and secondary schools. The Division plays a leading role in the development of policies and programs that address the educational needs of schools; is responsible for the administration of capital and operating grants, and the

implementation and monitoring of policies and programs; clarifies legislation, policy and program requirements with school boards and ensures their compliance.

BUSINESS SERVICES BRANCH


Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4242
Fax (416)325-4024
8:30 - 5:00 

The Business Services Branch is responsible for developing and implementing policies governing pupil accommodation and student transportation **grants**, and for working with school boards in the development of cooperative services designed to improve the efficiency and effectiveness of board operations.

Services offered to the Public:


Operating Grants - School Boards

EDUCATION FINANCE BRANCH

Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2830
Fax (416)325-6370
8:30 - 5:00 


The **Education Finance Branch** develops analyses and options for refinements to **funding** formulae to support broader education policy changes. The branch prepares the annual grant regulations that determine each school board's revenue from student-focused funding. The branch also develops policy for plan benefits and provides staff support to the pension partnership between the Ontario Government and the Ontario Teacher's Federation. The branch acts as the ministry's liaison with the federation and the Ministry of Finance on pension issues.

INFORMATION MANAGEMENT BRANCH

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4876
Fax (416)325-8565
8:30 - 5:00 


The Information Management Branch is responsible for the management of elementary and secondary information including data collection, reporting, integration and analysis and for identifying and managing projects that affect the information management process. The branch is responsible for developing an overall information management strategy that will ensure the implementation of a fully integrated and widely accessible information resource for the Ministry of Education and its partners

LABOUR RELATIONS AND GOVERNANCE BRANCH

Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2842
Fax (416)325-7247
8:30 - 5:00 


The **Labour Relations** and Governance Branch provides advice on all matters related to elementary/secondary education governance and labour relations and develops options and strategies on governance issue and collective bargaining to support education reform. It also manages relations with the Education Relations Commission of the Ministry of Labour and monitors school board staff negotiations and job actions.

TRANSFER PAYMENTS AND FINANCIAL REPORTING BRANCH

Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3711
Fax (416)325-2007
8:30 - 5:00 


Transfer Payments and Financial Reporting Branch is responsible for the administration of and accountability for operating **grants** provided to school boards. The branch administers grant payments to school boards and ensures that grant submissions are in accordance with the legislative grant regulations. The branch also develops and implements auditing procedures to ensure appropriate accountability for funds provided to school boards.

FRENCH-LANGUAGE EDUCATION AND EDUCATIONAL OPERATIONS

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2132
Fax (416)327-1182
8:30 - 5:00 

The French-Language Education and Educational Operations (FLEEO) Division focuses on the delivery of support services to elementary and secondary schools. The division plays a leading role in the development of policies and programs that address the educational needs of Aboriginals and francophones; develops policies, clarifies legislation, policy and program requirements with school boards and ensures their compliance. The division operates and manages the Provincial and Demonstration Schools (PDS). The PDS provides programs and services for English and French speaking students who are deaf, blind, deaf-blind, or learning disabled. Through the Field Services Branch (FSB), the division is the principal point of contact for information flowing between the ministry and the school boards.

FIELD SERVICES BRANCH

Mowat Block
12th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2467 

The Field Services Branch coordinates the activities of seven District Offices located throughout Ontario. Some of the major functions of the branch are as follows: monitor program implementation

in the elementary/secondary education system; clarify ministry policies and programs to the elementary/secondary education community; ensure field input in the development of ministry policies; and report on the effectiveness of the school system. Field Services Branch is responsible for policy and operations related to the inspection of private **schools** in Ontario and overseas. The Provincial School Attendance Counsellor in FSB directs provincial inquiries into home schooling.

DISTRICT OFFICES

BARRIE DISTRICT OFFICE

2nd Flr, 20 Rose St
Barrie L4M 2T2
 General Inquiry (705)725-7627
 Toll Free 1-800-471-0713
 Fax (705)725-7635
 Toll Free Fax 1-800-471-2584

LONDON DISTRICT OFFICE

Suite 207, 217 York St
London N6A 5P9
 General Inquiry (519)667-1440
 Toll Free 1-800-265-4221
 Fax (519)667-9769

NORTH BAY DISTRICT OFFICE

Suite 211, 447 McKeown Ave
North Bay P1B 9S9
 General Inquiry (705)474-7210
 Fax (705)497-6896

OTTAWA DISTRICT OFFICE

Suite 504, 1580 Merivale Rd
Nepean K2G 4B5
 General Inquiry (613)225-9210
 Toll Free 1-800-267-1067
 Fax (613)225-2881
 9:00 - 5:00 ☎

SUDBURY DISTRICT OFFICE

Suite 203, 199 Larch St
Sudbury P3E 5P9
 General Inquiry (705)474-7210
 Toll Free 1-800-461-9570
 Fax (705)564-4233

THUNDER BAY DISTRICT OFFICE

Suite 336, 435 James St S
Thunder Bay P7E 6S9
 General Inquiry (807)475-1571
 Toll Free 1-800-465-5020
 Fax (807)475-1550

TORONTO AND AREA DISTRICT OFFICE

2nd Flr, 880 Bay St
Toronto M7A 1N3
 General Inquiry (416)325-6874
 Fax (416)325-4190
 Fax (416)325-4153 ☎

FRENCH-LANGUAGE EDUCATION POLICY AND PROGRAMS BRANCH


Mowat Block
 8th Flr, 900 Bay St
 Toronto M7A 1L2
 General Inquiry (416)325-2127
 Fax (416)325-2156
 8:30 - 5:00 ☎

French Language Education Policy and Programs Branch provides leadership in the development of policies, programs and procedures for French-language elementary and secondary education supporting the quality education agenda for all Ontario students in French-language **schools**. It sustains the quality of the curriculum and of a province-wide report card for French-language schools and support their implementation. It provides **funding** for the development of learning pedagogical resources in French, facilitates partnerships that expand the use of technology in French-language schools, coordinates liaison activities with the French-language community and administers funding programs including the Official Languages in Education Agreement and the Canada-Ontario Special Agreement on the Implementation of French-language School Governance.

Services offered to the Public:

Aménagement linguistique (AL) Policy Fund

PROVINCIAL SCHOOLS BRANCH

255 Ontario St S
 Milton L9T 2M5
 General Inquiry (905)878-2851
 TTY (905)878-7195
 Fax (905)878-5405
 Fax (905)878-1354
 8:00 - 6:00 

The Provincial Schools Branch appries the minister on the daily operations of the provincial and demonstration schools. Liaison is provided with professional and parent associations and government agencies regarding programs and services for **blind**, deaf, deaf/blind and pupils with severe learning disabilities. The provincial schools also provide resource services to pre-school **deaf** and deaf/blind **children** and their families and consultative services to **school boards**. The demonstration schools provide in-service teacher **education** and consultative services to school boards.


Services offered to the Public:

Amethyst School Residential, Educational and Teacher Education Programs
Centre Jules-Léger Residential, Educational and Teacher Education Programs
Ernest C. Drury School for the Deaf Residential and Day School Programs
Robarts School for the Deaf Residential and Day School Programs
Sagonaska School Educational, Residential and Teacher Education Programs
Sir James Whitney School for the Deaf Residential and Day School Programs
Trillium School Day and Residential Programs, Educational Programs
W. Ross Macdonald School Residential and Day School Programs


DEMONSTRATION SCHOOLS

Demonstration **Schools** provide programs and services for pupils with severe learning **disabilities**. They also provide in-service **teacher education** and consultative services to **school boards**.


AMETHYST SCHOOL

1090 Highbury Ave
 PO Box 7300
London N5Y 4V9
 General Inquiry (519)453-4400
 Fax (519)453-2160
 8:30 - 4:30 


CENTRE JULES-LÉGER

281 Lanark Ave
Ottawa K1Z 6R8
 General Inquiry (613)761-9300
 TTY (613)761-9302
 Fax (613)761-9301
 8:30 - 4:30 


SAGONASKA SCHOOL

350 Dundas St W
Belleville K8P 1B2
 General Inquiry (613)967-2830
 Fax (613)967-2482
 8:30 - 4:30 

TRILLIUM SCHOOL

347 Ontario St S
Milton L9T 3X9
 General Inquiry (905)878-8428
 Fax (905)878-7540
 8:30 - 4:30 

SCHOOL FOR THE BLIND

W ROSS MACDONALD SCHOOL
 350 Brant Ave
Brantford N3T 3J9
 General Inquiry (519)759-0730
 Fax (519)759-4741
 8:00 - 4:30 

SCHOOLS FOR THE DEAF

The provincial schools also provide resource services to pre-school deaf and teacher education and consultative services to school boards.

CENTRE JULES-LÉGER

281 Lanark Ave

Ottawa K1Z 6R8

(613)761-9300 (Administration)


(613)761-1725 (Residence)

TTY (613)761-1153 (Learning Disabilities Residence)

TTY (613)761-1030 (Deaf Residence)

TTY (613)761-9302 (Administration)

Fax (613)761-9301

8:30 - 4:30 

ERNEST C DRURY SCHOOL

255 Ontario St S

Milton L9T 2M5

General Inquiry (905)878-2851

TTY (905)878-7195

Fax (905)878-0504 (Resource Services)


Fax (905)878-6667 (Residence)

Fax (905)878-9390 (Secondary School)

Fax (905)878-1354 (Administration)

Fax (905)878-9261 (Elementary School)

Fax (905)878-6628 (Maintenance)

8:30 - 4:30 


ROBARTS SCHOOL

1090 Highbury Ave

London N5Y 4V9

TTY (519)453-4400 (General Inquiry)

Fax (519)453-7943

8:30 - 4:30 


SIR JAMES WHITNEY SCHOOL

350 Dundas St W

Belleville K8P 1B2

TTY (613)967-2823

Fax (613)967-2857

8:15 - 4:30 

OFFICE OF THE CHIEF INFORMATION OFFICER, COMMUNITY SERVICES I&IT CLUSTER


Mowat Block

20th Flr, 900 Bay St

Toronto M7A 1L2

General Inquiry (416)325-4598

Fax (416)325-8371

8:30 - 4:45 

Office of the Chief Information Officer, Community Services Cluster provides I&IT planning, policy, enterprise architecture, technology and services management, client relationship management, system development and support services.

ONTARIO KNOWLEDGE NETWORK FOR LEARNING (OKNL)


Mowat Block

10th Flr, 900 Bay St

Toronto M7A 1L2

General Inquiry (416)314-1466

Fax (416)325-9473

8:30 - 4:45 


The Ontario Knowledge Network for Learning (OKNL) provides provincial leadership in channelling the use of information and communication technologies (ICT) in education to improve learner achievement, enhance teacher skills and development, increase parental involvement, and give students the education opportunities they need to succeed in the knowledge-based economy.

PLANNING AND ARCHITECTURE

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-9577
Fax (416)325-2262
8:30 - 4:45


The Planning and Architecture unit provides cluster IT planning, information and security architecture services, and coordinates the development of IT policies and standards. It is also responsible for the security (policy) function.

TECHNOLOGY AND BUSINESS SOLUTIONS

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4409
Fax (416)327-1816
8:30 - 4:45 


Technology and Business Solutions is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Education and the Ministry of Training, Colleges and Universities. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network.

TECHNOLOGY AND SERVICES MANAGEMENT

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-9577
Fax (416)325-2262
8:30 - 4:45 


The Technology and Services Management unit provides ongoing operational support services to multiple ministries through a clustered support organization. Services provided to the ministries include providing secure and reliable IT infrastructure and acquiring and implementing new technology solutions to support the business requirements of the various ministries.

STRATEGIC PLANNING AND ELEMENTARY/SECONDARY PROGRAMS DIVISION

Mowat Block
2nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2135
Fax (416)327-1182 


Strategic Planning and Elementary/Secondary Programs Division develops policies and program directions for elementary and secondary school and agencies in Ontario in order to foster and sustain a high-quality education system for all students in the province. The division's work focuses on achieving three key outcomes: excellence in teaching and student achievement; preparation of all students for success in further education, work and community life; and promotion of successful educational outcomes for special education students.

CURRICULUM AND ASSESSMENT POLICY BRANCH

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575 


Curriculum and Assessment Policy Branch is responsible for developing policy for publicly funded education. Policy areas include elementary and secondary curriculum and student assessment, including a province-wide report card. The branch also develops policies for the approval of textbooks and other learning resources; coordinates initiatives to assist teachers in the implementation of new curriculum and assessment policies; develops processes to monitor the implementation; administers programs for the provincial **licensing** of educational software; and administers the Official Language Monitors Program. The branch also maintains a link with the Education Quality and Accountability Office (EQAO) to ensure that large-scale assessments are intricately linked to rigorous curriculum **standards** and quality student learning. There are three units within the branch that provide specific expertise and contribution to overall work of the branch.

ASSESSMENT POLICY UNIT

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575 


The main goal of the **Assessment** Policy Unit is to ensure clear and accountable measurement and communication of student achievement. This unit works to develop and maintain an up-to-date assessment policy that is focused on improving student achievement; to develop and facilitate the development of assessment resources that support and clarify policy; to research and support assessment practices that contribute to improved student achievement; to work with EQAO to ensure that a provincial testing program provides students, parents and boards with the data necessary to improve student, school and board achievement; to develop and implement the Ontario Secondary School **Literacy** Course (OSSLC).

ELEMENTARY CURRICULUM UNIT

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575 


The Elementary **Curriculum** Unit is responsible for the development of elementary curriculum policy and support for its implementation. The unit's specific responsibilities include administration of learning resource policies and programs, e.g. the Trillium List; development and support of the Electronic Curriculum Unit Planner; and provision of information concerning the elementary curriculum in Ontario.

OFFICIAL LANGUAGES MONITOR PROGRAM

Mowat Block
16th Flr Rm 1622, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2792
Fax (416)325-2472 


The Official **Languages** Monitor Program is funded by Canadian Heritage, administered by the provinces and territories with the assistance of the Council of Ministers of Education, Canada. This program is an exchange program that promotes the learning of **French** as a second language, French as a minority language or **English** as a second language. Monitors usually travel to another province or territory to perform their duties. The program liaises with school boards, universities and colleges in Ontario and with provincial and territorial coordinators.

SECONDARY CURRICULUM UNIT

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575 


The Secondary **Curriculum** Unit is responsible for the development of secondary curriculum and support for its implementation. The unit coordinates initiatives to assist teachers in the implementation of secondary curriculum and assessment policies including the development of course profiles and support for Curriculum Implementation Partnership and the Ad Hoc Advisory Committees. It leads the Sustaining Quality Curriculum process, an ongoing cycle of review to ensure that the K-12 curriculum remains current, relevant and effective.

POLICY AND PROGRAM BRANCH

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2660
Fax (416)325-2664
8:30 - 5:30 

The Policy and Program Branch provides policy advice, program support and implementation guidance in elementary education with a focus on early learning, school-based improvement, performance-based accountability, safe schools and parental involvement. In addition to providing research information for policy development and analysis, the branch performs a lead liaison role with key provincial education stakeholders, as well as national and international organizations. The branch consists of the following three units: Policy Development and Implementation, Research and Liaison, and Corporate Support and Liaison.

CORPORATE SUPPORT AND LIAISON UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4286
Fax (416)325-2664
8:30 - 5:30 


The Corporate Support and Liaison Unit provides corporate support for the Ministry's relations with: Key provincial education stakeholder organizations; The Council of Ministers of Education, Canada; National and international organizations with an education mandate; and Foreign

delagations. The unit has the lead for strict discipline programming. The unit is also responsible for coordinating all business processes regarding branch-specific performance measures, business planning and expenditure management practices and human resources administration.

Services offered to the Public:


Council of Ministers of Education, Canada

POLICY DEVELOPMENT AND IMPLEMENTATION UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2558
Fax (416)325-2664
8:30 - 5:30 


The Policy Development and Implementation Unit is specifically responsible for developing and supporting the implementation of policy and programs particularly as it relates to: Early learning; Performance-based accountability through the setting of, and reporting on, improvement targets; Safe Schools; and Parental involvement through school councils.

RESEARCH AND INFORMATION UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2681
Fax (416)325-2664
8:30 - 5:30 


The Research and Information Unit provides information for policy development and analysis with a view to supporting evidence based teaching and school based instructional leadership. Its primary functions include: Tracking interjurisdictional education policy trends; Analysing achievement and target data to measure student improvement; Coordinating the Ministry's input into national and international activities for the development of, and follow-up on, education indicators.

PROGRAM SUPPORT

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)212-4651
Fax (416)325-2879 


The Program Support Branch plays a key leadership role in the Strategic Planning and Elementary/Secondary Programs Division in advising and developing initiatives to promote and implement the education programs and policies currently underway in the division. Secondary School will be the same as last year.

SECONDARY SCHOOL POLICY AND PROGRAMS BRANCH

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2559
Fax (416)325-2552 


Secondary School Policy and Programs Branch develops policies for: program and diploma requirements in secondary school; guidance and career education in elementary and secondary school; cooperative education and school-work transitions; and school-college transition. It works closely with the Ministry of Training, Colleges and Universities, Provincial Partnership Council, business-education councils, schools/school boards, and other organizations to expand school-work transition opportunities, including the Ontario Youth Apprenticeship Program, for students.

SCHOOL-WORK-TRANSITION POLICY AND PROGRAM UNIT

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2886
Fax (416)325-2552 


Reporting jointly to the Ministry of Education and the Ministry of Training, Colleges and Universities, the School-Work-Transition Policy and Program Unit develops and supports implementation of policies and programs related to the transition of **students** from secondary education to work and **apprenticeship**. Responsibilities include expanding student access to work experiences through policies, programs and partnerships that include: cooperative education and all other forms of experiential learning, the Provincial Partnership Council, Passport to Prosperity employer campaign, the Ontario Skills Passport, sectoral relationships (business sectors), business-education councils, the Ontario Youth Apprenticeship Program; technological/vocational education.

SECONDARY SCHOOL POLICY UNIT

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0951
Fax (416)325-2552 


The Secondary School Policy Unit develops and supports implementation of policies related to diploma requirements, the organization of secondary school programs, the Grade 1-12 guidance and career **education** program; the transition of students from elementary to secondary school; student transitions to higher education (e.g., career pathways to college); the double cohort; citizenship education; prior learning assessment and recognition; programs for at-risk students.

SPECIAL EDUCATION PROJECT

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)325-2716
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)325-3318
Fax (416)314-0637
www.edu.gov.on.ca
8:30 - 5:00 


The Special Education Project is responsible for policy and program implementation for special education. The Project provides administrative support for the Minister's Advisory Council on Special Education and Special Education Tribunals. It ensures that the development of ministry regulations, policies, guidelines and resource documents are consistent with government directions and the Education Act and works closely with staff in the Ministry's District Offices to monitor policy and program implementation across the publicly-funded school system.

COORDINATED SERVICES UNIT

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-7935
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)314-0637
www.edu.gov.on.ca
8:30 - 5:00 


The Coordinated Services Unit is responsible for developing policies targeted at improving service coordination between schools and other agencies and clarifying responsibilities for service provision to children receiving special education programs and services in school.

PROGRAM STANDARDS UNIT

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)314-0637
www.edu.gov.on.ca
8:30 - 5:00 


The Program Standards Unit is responsible for consulting on and developing program standards for special education programs and services delivered to exceptional students by publicly-funded school boards in Ontario.

SPECIAL EDUCATION POLICY AND PROGRAMS UNIT

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-2716
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)325-3318
www.edu.gov.on.ca 

The Special Education Policy and Program Unit is responsible for day-to-day policy and program development that impacts on special education. This unit ensures that the development of ministry regulations, policies, guidelines and resource materials are consistent with government directions on special education and the Education Act. The unit works closely with staff in the Ministry's District Offices to provide policy clarification and to monitor policy and program implementation across the publicly-funded school system. The unit also provides administrative support to the Minister's Advisory Council on Special Education and the Ontario Special Education Tribunals (English and French).


TEACHING POLICY AND PROGRAM OFFICE

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-7647
Fax (416)325-7019 

The Teaching Policy and Program Office (TPPO) develops, implements, monitors and evaluates policies and programs to support teaching excellence in Ontario. These currently include: an Ontario **Teacher** Qualifying Test; professional learning requirements; a Teacher Performance Appraisal System; and a Support for Schools that Need Extra Help Program. In addition, TPPO is responsible for liaison with the Ontario College of Teachers, including management of any College regulatory amendments.


AGENCIES, BOARDS AND COMMISSIONS

EDUCATION QUALITY AND ACCOUNTABILITY OFFICE

Suite 1200, 2 Carlton St
Toronto M5B 2M9
General Inquiry (416)314-0146
Toll Free 1-888-327-7377
Fax (416)325-2956 (Communications)
www.eqao.com
8:30 - 5:00 


The responsibilities of the **Education** Quality and Accountability Office are focused on providing, or ensuring the provision of clear, accurate and relevant information on the quality of education in Ontario; guiding improvement planning; and promoting the sharing of best educational practices. This includes implementing a comprehensive program of student **assessment** within the government-established parameters; advising the Minister of Education on assessment policy, conducting quality reviews; implementation of a provincial performance indicators system; supporting Ontario's participation in national and international assessment initiatives; reporting to the minister, public and education community on system-quality issues; and supporting research and strategies for enhancing learning for all students.

LANGUAGES OF INSTRUCTION COMMISSION OF ONTARIO

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3500
Fax (416)325-2979
8:30 - 4:30 


The **Languages** of Instruction Commission of Ontario was established to help resolve disputes over the provision of **education** programs in the language of a **French** or **English** minority group. The commission intercedes in conflicts between school authorities and French-language rights holders groups.

MINISTER'S ADVISORY COUNCIL ON SPECIAL EDUCATION

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)325-3318
www.edu.gov.on.ca
9:00 - 5:00 

The Advisory Council on Special **Education** was originally established in 1974 as a committee and reconstituted as a council in 1986. The Council advises the Minister of Education on any matter related to the establishment and provision of special education programs and services for exceptional **students**, including the identification and provision of early intervention programs for students with special needs. The Council consists of 21 members, most of whom represent either an exceptionality (e.g. developmental **disabilities**, giftedness) or a profession (e.g., teaching, social work). There is also a representative for students and youth, and there are representatives from the Ministry of Health and Long-Term Care, and the Ministry of Community, Family and Children's Services who sit as non-voting members. All Council members are appointed by the Minister of Education. The Council meets three times a year normally in February, June and November.

ONTARIO PARENT COUNCIL


Suite 1511, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-0426
Toll Free 1-800-361-6483
Fax (416)314-0425
www.ontarioparentcouncil.org
9:00 - 5:15 

The Ontario **Parent Council** is a 20 member council created in 1993. The council's mandate is to give advice on elementary/secondary policy and program issues to the Minister of **Education** and to promote parental involvement in the education system. The composition of the council reflects the geographic realities of Ontario and the diversity of its population.

Services offered to the Public:


Ontario Parents Communication Service

PROVINCIAL SCHOOLS AUTHORITY

255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-8405
8:30 - 4:45 

The Provincial **Schools** Authority (PSA) was established in 1975 under the Provincial Schools Negotiations Act. The Act created a bargaining unit of all **teachers** employed in provincially operated schools. The PSA negotiates a collective agreement with the Federation of Provincial School Authority Teachers (FOPSAT) on behalf of the ministries of Education, and Public Safety and Security. The PSA is the employer of record for teachers, principals and vice-principals. It handles **grievance**, leaves and other administrative functions.

SPECIAL EDUCATION TRIBUNALS - (ENGLISH/FRENCH) (ONTARIO)


7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)325-0269 (English)
General Inquiry (416)325-2829 (French)
Fax (416)325-3318 (English)
Fax (416)325-3318 (French)
9:00 - 5:00 

The Special **Education** Tribunals provide a final avenue of **appeal** for parents who disagree with recommendations of the Identification, Placement and Review Committee (IPRC), for either the identification or the placement of an exceptional pupil.

ACTS

Education Accountability Act, 2000
Education Act
Education Quality and Accountability Office Act, 1996
Fairness for Parents and Employees Act (Teachers' Withdrawal of Services), 1997
Instructional Time: Minimum Standards Act, 1998
Ontario College of Teachers Act, 1996
Ontario Institute for Studies in Education Repeal Act, 1996
Ontario School Trustees' Council Act
Ottawa-Carleton French-Language School Board Transferred Employees Act
Provincial Schools Negotiations Act
Quality in the Classroom Act, 2001
School Trust Conveyances Act
Stability & Excellence in Education Act, 2001
Student Protection Act, 2002
Teachers Pension Act
Teachers Pension Act, 1989
Teaching Profession Act


MINISTRY OF ENERGY

Hearst Block
4th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)327-6758
Fax (416)327-0033
www.energy.gov.on.ca
8:00 - 5:30 

The ministry is responsible for promoting the development of a safe, sustainable and secure energy supply for Ontario. The ministry sets the legislative and policy frameworks within which the Ontario Energy Board, the Independent Electricity Market Operator and energy sector suppliers and consumers operate. In addition, the ministry encourages the development of energy efficient and alternative energy technologies.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Hearst Block
4th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)327-3855
Toll Free 1-888-668-4636
Fax (416)326-3947
www.energy.gov.on.ca
8:00 - 5:30 


The Communications Branch supports the ministry's program delivery, policy coordination and consensus-building activities between its partner ministries within the provincial government and a broad network representing Ontario's energy sector. Its objective is to raise awareness and promote understanding by the public of government energy-related initiatives and policies. The branch provides services such as communications planning, produces communications materials such as speeches, news releases, brochures, publications, answers public media and inquiries, and oversees the Ministry's web site and call centre.

BUSINESS PLANNING AND CORPORATE SERVICES DIVISION

2nd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)327-7106
Fax (416)314-3354
8:30 - 5:00 


The Business Planning and Corporate Services Division is responsible for providing corporate planning, administrative support and services to enhance the delivery of ministry programs. The division supports and advises the Deputy Minister, Energy and the Energy program areas to ensure compliance with the provincial government's policies and procedures on financial management, audit, asset management, information and technology, procurement, budgetary control, freedom of information, human resource planning and management, and French language services. The Division also manages the relationship with service providers and is the key point of contact with the Economics Business Information and Information Technology Cluster, Internal Audit Division, Management Board Secretariat and the Shared Services Bureau.

ECONOMIC AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9400
Fax (416)326-9424
8:30 - 5:00 


The Economic and Business Cluster is responsible to provide information management and information technology services to the Ministries of Consumer and Business Services; Enterprise, Opportunity and Innovation; Energy and Labour. The Cluster's mission is two-fold: firstly, to provide timely and cost effective support to its client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and, secondly to further the Ontario government's overall I&IT strategy by providing the following services: business solutions; architecture and planning; application development and production support; and information technology operations and client support.

FRENCH SERVICES

9th Flr, 40 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-7938
Fax (416)314-7949
8:30 - 5:00 


The French Services Office provides guidance and assistance to the ministry and its agencies in the planning and effective delivery of programs, activities and services in French and serves as a link between the francophone community and the ministry. This office also provides translation services.

INTERNAL AUDIT DIVISION

18th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)327-9368
8:30 - 5:00 


Internal Audit Division, which has a dual responsibility to act in a consultative and audit role, provides internal audit services to the ministry and its agencies. The branch reviews and appraises financial management and information technology controls of the Ministry of Energy and operational and program activities to ensure economy, efficiency and effectiveness.

ENERGY DIVISION

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)314-6223
Fax (416)314-6224
8:30 - 5:00 


The Energy Division provides a structure to identify strategic issues; to coordinate policy and program development; and to coordinate and integrate interaction between the ministry and other governments.

ELECTRICITY POLICY BRANCH

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6559
Fax (416)325-7041
8:30 - 5:00 


The **Electricity** Policy Branch provides expert analysis and develops policy options on issues relating to the electricity system in Ontario including the regulatory framework for the electricity sector supply, transitional issues with respect to restructuring and the application of the Energy Competition Act and distribution restructuring and pricing. The branch represents Ontario's interests in electricity discussions with the federal government and other jurisdictions; and provides the ministry's and government's principal liaison with Ontario Hydro, municipal utilities and other stakeholders in the electricity sector.

ENERGY EFFICIENCY AND RENEWABLES SECTION

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6552
Fax (416)325-6972
8:30 - 5:00 


The Energy Efficiency and Renewables section provides analysis, advice, liaison and policy development concerning energy efficiency, **conservation** and renewable energy issues and related technologies. The section also administers the Energy Efficiency Act.

ENERGY POLICY BRANCH

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6591
Fax (416)325-7023
8:30 - 5:00 


The **Energy** Policy Branch conducts financial and economic analysis related to the energy industry, regulatory issues, energy policy and market structures. Through a shared services agreement, the branch provides environmental economic support to the ministry. The branch includes the Oil and Gas section which provides analysis, advice and liaison relating to oil and natural gas. It is also responsible for the ministry's climate change work and energy intergovernmental relations and contingency planning.

ENERGY ECONOMICS AND FINANCIAL ANALYSIS SECTION

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6586
Fax (416)325-7023
8:30 - 5:00 


Energy Economics and Financial Analysis Section provides economic advice and analysis related to new generation investment issues, energy environmental issues, energy technology issues, energy efficiency, renewable and alternative technology, including impact assessments of policy proposals and individual project barriers.

ENERGY PRICING COMPETITIVENESS ANALYSIS

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6586
Fax (416)325-7023
8:30 - 5:00 


Energy Pricing Competitiveness Analysis provides economic and financial analysis on energy issues, assesses outlook for market prices for electricity, natural gas, oil and oil products in Ontario and other jurisdictions, analyzes financial returns for regulated utilities, and advises on pricing, risk management mechanisms, market structure, market power, and competitiveness in energy markets.

ENVIRONMENTAL ECONOMICS

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6586
Fax (416)325-7023
8:30 - 5:00 

Environmental Economics provides environmental economic analysis and support under an economic shared services agreement.


OIL AND GAS SECTION

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6562
Fax (416)325-6981
8:30 - 5:00 

The **Oil** and Gas Section of the **Energy** Policy Branch provides analysis, advice and policy coordination on issues relating to the supply, distribution and pricing of **natural gas**, crude oil, **petroleum** products, **petrochemicals**, **gasoline** and alternate **transportation fuels**. The section provides the ministry's main liaison with the Ontario Energy Board, on natural gas regulation, and the oil, gas and alternate transportation fuels industries and associations. It also represents Ontario's oil and gas interests in hearings before the National Energy Board and coordinates Ontario positions on energy issues for discussions with the federal government and other jurisdictions.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO ENERGY BOARD

Suite 2601, 2300 Yonge St
PO Box 2319
Toronto M4P 1E4
General Inquiry (416)481-1967
(416)314-2455 (Customer Service Centre)
Toll Free 1-888-632-6273
Toll Free 1-877-632-2727 (Customer Service Centre)
Fax (416)440-7656
www.oeb.gov.on.ca
8:15 - 5:00 

The Ontario **Energy** Board is an independent, quasi-judicial tribunal that reports to the Minister of Energy. The Board has regulatory oversight of gas and **electricity** matters and provides advice, as required, to the minister. In the electricity sector, the Board licenses all market participants and approves rates charged for transmission and distribution. Companies that want to purchase or sell

distribution and transmission assets must have Board approval. In the **natural gas** sector, the Board also approves the rates charged by **utilities** and licenses companies that sell to residential and small commercial users. The Board also approves storage facilities and utility ownership changes. As well as for the construction of natural gas pipelines, the Board must also approve major electricity transmission lines and gas franchise agreements between utilities and municipalities.

ACTS

Electricity Act, 1998

Energy Efficiency Act, RSO 1990

Ministry of Energy Act, RSO 1990

Ontario Energy Board, 1998

Power Corporation Act, RSO 1990

Toronto District Heating Corporation, 1998

MINISTRY OF ENTERPRISE, OPPORTUNITY AND INNOVATION

Hearst Block


8th Flr, 900 Bay St

Toronto M7A 2E1

General Inquiry (416)325-6666

Fax (416)325-6688

www.ontariocanada.com

8:30 - 5:00 

The mandate of the Ministry of Enterprise, Opportunity and Innovation is to foster competitive businesses and a prosperous economy. Through this mandate, the Ministry promotes innovation, economic growth, and job creation by providing leadership for the development of economic and science and technology policy across the government; supporting the removal of barriers to business; fostering innovation and entrepreneurship; promoting community, sector and cluster development; marketing Ontario as a premier investment location and working with investors to locate and expand in Ontario; developing a dynamic export culture and expanding Ontario's export markets; increasing Ontario's international profile through representation in key markets around the world; and building Ontario's scientific and research awareness and investing in Ontario's science and technology infrastructure.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Hearst Block


8th Flr, 900 Bay St

Toronto M7A 2E1

General Inquiry (416)325-6666

Fax (416)325-6688

www.ontariocanada.com

8:30 - 5:00 

The Communications Branch provides a wide range of communication services on behalf of the ministry to clients, stakeholders and the general public. It provides advice and support to help the Premier, Minister, senior management, staff and ministry clients achieve objectives of economic development, job growth and innovation. The branch consists of four units. Corporate Marketing and Communications Services develops communication plans, prepares speeches, news releases and publications (print and electronic) on ministry activities and initiatives, and is responsible for media relations and the ministry's internal and external web presence. The Issues Management Unit deals with contentious issues. The Editorial and Financial Services Unit handles public enquiries, correspondence and finances for the branch. The fourth unit, Corporate Events, coordinates domestic tours and special events for the ministry.

ECONOMICS AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY


Eaton Tower

3rd Flr, 250 Yonge St

Toronto M5B 2N5

General Inquiry (416)326-9400


Fax (416)326-9424

8:30 - 5:00 

The Economics and Business Cluster is responsible for providing information and information technology services to the ministries of Consumer and Business Services; Enterprise, Opportunity


and Innovation, Labour and Energy. The Cluster's mission is two-fold: to provide timely and cost effective support to its client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and, secondly to further the Ontario Government's overall I&IT strategy. This is achieved by providing the following services: business solutions; architecture and planning; application development and production support; and information technology operations and client support.

EBC STAFF - HEARST BLOCK OPERATION

Hearst Block
3rd Flr, 900 Bay St.
Toronto M7A 2E1
General Inquiry (416)212-5177
(905)946-4762 (Technical Support Help Desk)
Fax (416)325-6635
8:30 - 5:00 


The IT Cluster supports and assists the ministry's staff by planning, implementing and maintaining cost-effective, high quality information, technology and business improvement solutions that align with business strategies, priorities and objectives. IT coordinates the development of the ministry's information technology strategic plan, the development and maintenance of corporate applications/databases, the technology infrastructure, and provides information technology training and access to external databases.

LEGAL SERVICES BRANCH

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-1018
Fax (416)326-1021
8:30 - 5:00 


Legal Services Branch is responsible for providing a full range of legal services to the ministry and its agencies including: providing strategic legal advice to the Minister, Deputy Minister, agency heads and senior officials on programs and activities; assuming responsibility for managing all litigation, court and tribunal proceedings in which the ministry has an interest; negotiating and drafting agreements, instruments and other documents necessary for the effective and prudent delivery of ministry initiatives; maintaining and amending legislation and regulations for which the Minister is responsible.

OFFICE OF INTERNATIONAL RELATIONS AND PROTOCOL (OIRP)

The Citadel
Suite 830, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-8535
Fax (416)325-8550
8:30 - 5:00 


The Office of **International Relations and Protocol** (OIRP) coordinates the province's international relations by providing analysis and advice on international issues and events, and by managing the international activities of the Lieutenant Governor, Premier, MEOI minister, as well as other ministers and senior officials. The Office of International Relations and Protocol also maintains extensive, consultative relations with the Department of Foreign Affairs and International **Trade**; develops mandates for and manages the activities of Ontario's Senior Economic Officers posted internationally; provides a variety of protocol advice and services - including the coordination of memorial, ceremonial and hospitality events; and develops and implements state/official/working visits by foreign leaders and delegations, and members of the Royal Family.

CORPORATE AND FIELD SERVICES DIVISION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6486
Fax (416)325-6392
8:30 - 5:00 


The Corporate and Field Services Division leads and coordinates the ministry's corporate administrative support services, including employee services, business planning and finance, information technology systems, aboriginal affairs, and audit services. Corporate Services also provides administrative services to Ministry of Intergovernmental Affairs. The division coordinates ministry participation in government-wide administrative initiatives and projects and is responsible for the ministry's network of regional offices in Eastern, Central and Southwestern parts of the province in addition to a network of Small Business Enterprise Centres and Business Self-Help Offices. Through these offices, staff provide a continuum of business development services to the business community, from start-up companies to growth-oriented firms, to promote growth and job creation.

BUSINESS AND ECONOMICS AUDIT CLUSTER

18th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-1703
Fax (416)326-1712 


The Business and Economics Audit Cluster, which has a dual responsibility to act in a consultative and audit role, provides internal audit services to the ministry and its agencies. The cluster reviews and appraises financial management and information technology controls of the Ministry of Enterprise, Opportunity and Innovation, Ministry of Energy, Ministry of Labour and Ministry of Consumer and Business Services, and operational and program activities to ensure economy, efficiency and effectiveness.

BUSINESS PLANNING AND FINANCE BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6421
Fax (416)327-4239
8:30 - 5:00 


The Business Planning and Finance Branch provides strategic advice and support to the Ministry of Enterprise, Opportunity and Innovation on the management of ministry resources and program development through the coordination of business planning, performance measurements, financial planning and coordination of Management Board approvals. The branch also provides corporate accounting services to the Ministry of Enterprise, Opportunity and Innovation and the Ministry of Intergovernmental Affairs. These services include advice and training on controllership, development of ministry financial and procurement policies, maintenance of the ministry chart of accounts and the coordination of corporate financial reporting. Financial accounting and purchasing services are provided to the ministries by the Shared Services Bureau.

BUSINESS TRANSFORMATION AND ORGANIZATIONAL DEVELOPMENT BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6638
Fax (416)325-6392
8:00 - 5:30 


The Business Transformation and Organizational Development Branch is responsible for quality improvement, service management, corporate initiatives and support for key business transformation initiatives.

CORPORATE INITIATIVES GROUP

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6608
Fax (416)325-6715
8:30 - 5:00 

The Corporate Initiatives Group is primarily responsible for the development and implementation of the Ministry's Human Resources Plan and the administration of the Workforce Information Network (WIN) for the Ministry of Enterprise, Opportunity and Innovation and the Ministry of Intergovernmental Affairs.


QUALITY AND SERVICE MANAGEMENT

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)212-5177
Fax (416)325-6392
8:30 - 5:00 

The Quality and Services Management Unit leads and coordinates the implementation of the Ministry Quality Plan, and provides service management for a range of business support services including those provided by the Shared Services Bureau and the Economic and Business IT Cluster.

ENTREPRENEURSHIP AND FIELD SERVICES BRANCH

ENTREPRENEURSHIP

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)325-6541
Fax (416)325-6538
www.ontario-canada.com
8:30 - 5:00 


The Entrepreneur program assists new entrepreneurs in the evaluation and process of **business** start-up and supporting early stage growth. It also promotes entrepreneurial skills, qualities and opportunities to Ontario's youth. This section is responsible for the Small Business Enterprise Centres and Self-Help Offices established in partnership with municipalities across Ontario, the implementation of the Young Entrepreneurs Strategy and other **entrepreneurship** programs.

FIELD OFFICES


5th Flr, 56 Wellesley St W
 Toronto M7A 2E7
 Fax (416)325-6538
<http://www.ontariocanada.com>

Field Services, through its Business Advisors located in offices across Southern Ontario, provides information, advice and services to Ontario growth oriented small and medium sized businesses. Field Services also works with local economic development stakeholders to identify and address barriers to growth for these businesses.


CENTRAL REGION**DOWNSVIEW**

Central Bldg
 3rd Flr Suite 314, 1201 Wilson Ave
Downsview M3M 1J8
 General Inquiry (416)235-4278
 Fax (416)235-4338
 8:30 - 5:00 


HAMILTON OFFICE

Ellen Fairclough Bldg
 14th Flr, 119 King St W
Hamilton L8P 4Y7
 General Inquiry (905)521-7784
 Fax (905)521-7398
 8:30 - 5:00 

MIDHURST OFFICE

2284 Nursery Rd
Midhurst L0L 1X0
 General Inquiry (705)739-5860
 Fax (705)739-8901
 8:30 - 5:00 


ST CATHARINES OFFICE

Garden City Tower
 9th Flr, 301 St Paul St
St Catharines L2R 7R4
 General Inquiry (905)704-3940
 Fax (905)704-3955
 8:30 - 5:00 


WHITBY OFFICE

590 Rossland Rd E
Whitby L1N 9G5
 General Inquiry (905)665-4040
 Fax (905)665-4042
 8:30 - 5:00 


EASTERN REGION**KINGSTON OFFICE**

51 Heakes Lane
Kingston K7M 9B1
 General Inquiry (613)531-5594
 Fax (613)531-5598
 8:30 - 5:00 


OTTAWA OFFICE

Suite 810, 180 Elgin St
Ottawa K2P 2K3
 General Inquiry (613)241-3841x222
 Fax (613)241-2545
 8:30 - 5:00 


PETERBOROUGH OFFICE

South Tower
 2nd Flr, 300 Water St
Peterborough K9J 8M5
 General Inquiry (705)755-5984
 Fax (705)755-2631
 8:30 - 5:00 

SOUTHWESTERN REGION**KITCHENER OFFICE**

Suite 906, 30 Duke St W
Kitchener N2H 3W5
 General Inquiry (519)744-6391
 Toll Free 1-800-265-2428
 Fax (519)571-6104
 8:30 - 5:00 

LONDON OFFICE

2nd Flr, 659 Exeter Rd
London N6E 1L3
 General Inquiry (519)873-4480
 Toll Free 1-800-265-4743
 Fax (519)873-4488
 8:30 - 5:00 

WINDSOR OFFICE


221 Mill St

Windsor N9C 2R1

General Inquiry (519)252-3475

Toll Free 1-800-265-1345

Fax (519)973-1378

8:30 - 5:00 **HUMAN RESOURCES AND FACILITIES SERVICES**

Hearst Block


3rd Flr, 900 Bay St

Toronto M7A 2E1

General Inquiry (416)325-6605

TTY (416)325-6707

Fax (416)325-6715

8:30 - 5:00 

Human Resources and Facilities Services branch plays a leadership role in ensuring customer-focused strategic and tactical advice and services in organizational design, job design and evaluation, recruitment, compensation and benefits, career counselling and transition, performance management, education, training and personal development, employee relations, health and safety, equal opportunity, WDHP, WSIB, executive services (SMG), accommodation, facilities and telecommunications.


INNOVATION AND BUSINESS DEVELOPMENT BRANCH

5th Flr, 56 Wellesley St W

Toronto M7A 2E4

General Inquiry (416)325-6740

Fax (416)325-6757

8:30 - 5:00 

The Innovation and **Business** Development Branch levers private and public sector resources to encourage the growth and success of Ontario's Leading Growth Firms. The Branch organizes the Wisdom Exchange forum, and researches and publishes the Leading Growth Firm Series of CEO reports.

THE DEVELOPMENT CORPORATIONS OF ONTARIO

5th Flr, 56 Wellesley St W


Toronto M7A 2A9

General Inquiry (416)326-1130

Toll Free 1-800-463-7875


Fax (416)326-1113

Fax (416)326-1073

8:00 - 5:00 


The mandate of the Development Corporations of Ontario is to manage the wind-down of a portfolio of term loans, guarantees and investments.

EMPLOYMENT AND BUSINESS DEVELOPMENT DIVISION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6964
Fax (416)325-2102
8:30 - 5:00 


The Division contributes to a positive climate that supports economic growth and job creation by fostering innovation and business development; managing sector and business cluster relationships; promoting the removal of barriers to business, including addressing business infrastructure gaps; and providing information and advice on business issues and economic development and trade policy.

BUSINESS AND ECONOMIC DEVELOPMENT CLUSTER, POLICY SECRETARIAT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)212-0727
Fax (416)212-0795
8:30 - 5:00 


Business and Economic Development Cluster Policy Secretariat leads, facilitates and supports collaborative working relationships among Cluster ministries to deliver government commitments and public policy initiatives and to ensure a horizontal, integrated policy environment.

ECONOMIC DEVELOPMENT STRATEGY BRANCH

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00 


The mandate of the Economic Development Strategy Branch is to support economic development, job creation, improved competitiveness and business formation in Ontario by providing economic analysis and research, program development and implementation, and by providing policy development and coordination within the ministry and with other ministries.

CABINET OFFICE LIAISON AND POLICY SUPPORT UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00 


The Cabinet Office Liaison and Policy Support Unit coordinates economic development initiatives through the Ministry of Enterprise, Opportunity and Innovation and government approval processes. The unit provides advice on economic development perspectives that the Minister can bring to government's decision-making processes.

CORPORATE INFORMATION MANAGEMENT UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6626
Fax (416)325-6825
8:30 - 5:00 


The mandate of the Corporate Information Management unit is to provide leadership in the strategic management of the ministry's corporate information resources including client/stakeholder directories; InfoSource (library) services; Records Management services; and Freedom of Information.

ECONOMIC DEVELOPMENT AND ANALYSIS UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00 


The Economic Development Analysis Unit provides competitiveness and economic development intelligence and analysis to branches in the ministry and to other Government of Ontario ministries and agencies.

POLICY DEVELOPMENT AND PROGRAM SUPPORT UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00 


The Policy Development and Program Support Unit monitors and analyses economic conditions, and contributes to the development and implementation of policies and programs in a variety of areas, including access to capital by small- and medium-sized firms and the Immigrant Investor Corporation.

RED TAPE SECRETARIAT

Whitney Block
4th Flr Rm 4540, 99 Wellesley St W
Toronto M7A 1A1
General Inquiry (416)314-5621
Fax (416)325-3732
www.redtape.gov.on.ca
8:30 - 5:00 


The Red Tape Secretariat provides direct support to the Red Tape Commission in its efforts to eliminate existing red tape and prevent further red tape from being created. Secretariat staff report to the Ministry of Enterprise, Opportunity and Innovation, but also work directly with Cabinet Office Policy and Executive Council Office on ministry policy, legislative and regulatory initiatives, as well as other corporate initiatives including Annual Business Plan reviews. In addition, each ministry has a Red Tape contact, who coordinates ministry red tape reduction activities with the Secretariat.

SECTOR COMPETITIVENESS BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9629
Fax (416)325-6885
Fax (416)325-6534
8:30 - 5:00 


The mandate of the Sector Competitiveness Branch is to strengthen the competitiveness of sectors in Ontario. This branch is the principal contact for EOI's relationship and policy roles with a number of key sectors including automotive; aerospace; advanced materials; chemicals; plastics; machinery; tool, die and mould; steel; metal casting; industrial, commercial and institutional construction; residential construction; architecture, design and consulting engineering; retail; business and professional services. As part of sector competitiveness, the Strategic Skills Investment Unit also reports to the branch.

STRATEGIC SKILLS INVESTMENT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6867
Fax (416)314-7014
8:00 - 5:00 


The Strategic Skills Investment unit delivers the Strategic Skills Investment Program and provides analysis and advice on related issues within MEOL.

TRADE AND INTERNATIONAL POLICY BRANCH

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6933
Fax (416)325-6949
8:30 - 5:00 

The **Trade** and International Policy Branch performs five basic functions: works with the federal government, other provincial governments and industry to negotiate trade and **investment** agreements which remove barriers to business development and improve market access; provides advice on the implications of trade and investment agreements and trade law for both private and public interests; tracks trade and investment issues in order to provide early warning of problems and to avoid disruptions and disputes; provides strategic and legal support to the government and industry in managing trade disputes involving the province; and plays a federal-provincial and international relations role, both on trade issues and broader economic developmental concerns. Branch work relates to both international and internal (interprovincial) trade and investment issues.


URBAN ECONOMIC DEVELOPMENT BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6114
<http://www.ontariocanada.com/ued>
8:30 - 5:00 

The Urban **Economic** Development Branch works to build stronger regional economies in Ontario's large urban centres by: partnering with community and business leaders on regional economic development strategies, innovative economic development projects and the removal of


barriers to economic development, including addressing infrastructure gaps; promoting and assisting more innovative, effective and efficient economic development organizations; providing advice on urban/regional economic development and competitiveness issues; and facilitating stakeholder relationships with the broader economic development community across Ontario.

INVESTMENT DIVISION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-9802
Fax (416)325-5617
8:30 - 5:00 


The objective of the Investment Division is to market Ontario to the world as a preferred location for North American investment. It carries out its mandate by providing investment services to new and existing investors; by developing and executing investment marketing campaigns; and by administering business immigration programs and providing establishment services to attract and help settle business immigrants.

INVESTMENT BRANCH

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-8547
Fax (416)325-6799
8:30 - 5:00 


The Investment Branch provides investment services to foreign investors considering Ontario as an investment location and to companies already located in Ontario. Its mandate is to secure new and expanded investment through the provision of investment services to prospective investors and to promote the expansion of existing investment through the provision of investment and business services to multinational enterprises. The branch directs the activities of the Ontario Investment Service, which provides an investment presentation centre and website. The Business Immigration Unit works to attract business immigrants and provides corporate immigration services.

BUSINESS IMMIGRATION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6777
Fax (416)325-6653
www.2ontario.com
8:30 - 5:00 


The **Business** Immigration section encourages international business people to immigrate and invest their entrepreneurial expertise, technical skills and **investment** capital in Ontario's economy through the Business Immigration Program. The section helps business **immigrants** by providing information to assist them in both personal and business establishment. The section hosts information seminars every Tuesday on the Business Immigration Program and hosts "Doing Business in Ontario" seminars in various languages throughout the year. The section also offers corporate immigration services to help both Ontario and multinational companies with business needs that relate directly to immigration, such as the transfer of senior executives or skilled personnel into the province from abroad.

INTERNATIONAL INVESTMENT SERVICES

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6833
Fax (416)325-6814
8:30 - 5:00 


The **International Investment** Services section provides a comprehensive investor assistance service for international investors involved in **manufacturing** and tradable services. Services include timely, client-specific information on Ontario's **business** climate, **regulations**, costs, markets, labour (skills availability and cost), infrastructure, lifestyle, information on government programs and services. The section also provides site selection assistance and **municipal** and site-specific approvals expediting.

KEY INVESTMENT ACCOUNT PROGRAM

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9662
Fax (416)325-6799
8:30 - 5:00 


The **Key Investment** Account Program is a client outreach and servicing program for 850 of the province's largest domestic and multinational corporations. The objective of the program is to promote and secure investment retention and expansion by ensuring clients are aware of Ontario's competitive advantages and government programs to encourage investment. Companies serviced are typically 200 employees or larger.

ONTARIO INVESTMENT SERVICE

BCE Pl Canada Trust Tower
Suite 4040, 161 Bay St
PO Box 706
Toronto M5J 2S1
General Inquiry (416)360-4647
Toll Free 1-800-819-8701 (North America Inquiry Line)
Toll Free 1-800-46 - 68 27 46 (Outside North America Inquiry Line 800-4-ONTARIO)
Fax (416)360-1817
www.2ontario.com
8:30 - 5:00 


The Ontario **Investment** Service provides information and presentation services to support attraction, retention and expansion of investment in Ontario. The Web-based information covers a wide range of facts of interest to investors such as **economic** indicators, demographics, inter-jurisdictional competitiveness comparisons, community descriptions and quality of life. Located in the heart of the Toronto business core, the presentation centre includes a 40-seat multimedia theatre and three conference rooms.

INVESTMENT MARKETING AND SALES BRANCH

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-0423
Fax (416)325-6375
8:30 - 5:00 


The Investment Marketing and Sales Branch directs the development, delivery and support of investment marketing strategies for the province. The branch directs the development and implementation of annual plans for advertising, media relations, direct mail, promotional materials and research activities to promote Ontario as a premier location for investment. Additionally, the branch is responsible for the generation of investment leads in the five target markets.

INTERNATIONAL INVESTMENT SALES

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-0078
Fax (416)325-6375
8:30 - 5:00 


The **International Investment** Sales section is responsible for the Market Ontario investment and lead generation activities in all international markets, excluding the US. The majority of the investment lead generation activities are conducted through corporate call programs executed by in-market sales representatives and Market Ontario staff.

INVESTMENT MARKETING SECTION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-3763
Fax (416)325-6375
8:30 - 5:00 


The Investment Marketing Section coordinates the development and implementation of marketing plans, research, media relations, direct mail, and **advertising** in support of Market Ontario.

US INVESTMENT SALES

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-5597
Fax (416)325-6869
8:30 - 5:00 


The US **Investment** Sales section is responsible for the Market Ontario investment lead generation activities in the United States. The majority of the investment lead generation activities are conducted through corporate call programs executed by in-market sales consultants and Market Ontario staff.

SCIENCE AND TECHNOLOGY DIVISION

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-1163
Fax (416)314-4344
8:30 - 5:00 


Science and **Technology** Division identifies opportunities to use provincial **investment** in scientific **research** and technology development to leverage financial support by the private sector and other partners. It helps Ontario businesses, institutions and individuals adopt new technologies and increase their ability to innovate, working to position Ontario as a jurisdiction where science and technology and telecommunications infrastructure fuel economic growth and create long-term high-value jobs. The division also coordinates policies and programs between ministries to get the most from the Ontario government's own research and science-related investments.

FINANCE UNIT

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
Fax (416)314-1287
8:30 - 5:00 


The Finance Unit provides finance and evaluation support to the division.

INFORMATION AND COMMUNICATIONS TECHNOLOGIES BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-9643
Fax (416)326-9654
8:30 - 5:00 


The Information and **Communications** Technologies Branch is responsible for the Ontario Research and Innovation Optical Network, Connect Ontario, Broadband Regionall Access and for strategic issues with respect to the ICT industry and the use of new technologies in the broader public sector and community.

LIFE SCIENCES AND TECHNOLOGIES BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-2525
Fax (416)314-0680
8:30 - 5:00 

The Life **Sciences** and Technologies Branch is responsible for the Health Industry Office which has sector responsibility for pharmaceuticals, medical devices and bio-pharmaceuticals; and the **Biotechnology** Secretariat which develops and implements policy and programs which accelerate growth of the biotechnology industries and provides a one-window approach to biotechnology issues within the Ontario government.

RESEARCH, TECHNOLOGY AND INNOVATION BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-8206
Fax (416)314-8224
8:30 - 5:00 

The **Research, Technology** and Innovations Branch is responsible for the Ontario Research and Development Challenge Fund, the Premier's Research Excellence **Awards**, the Premier's Platinum Medal for Research Excellence, the Ontario Centres of Excellence, the Research Performance Fund, Ontario's international **science** and technology agreements, promoting science and technology awareness, building an innovation culture in Ontario and the development of policy to support all program areas. The Branch also provides secretariat support to the Ontario Science and Innovation Council and the ADM's Council for Science, Technology and Innovation; prepares annual reports of science and innovation activity in Ontario; fosters liaison across all "science ministries" and other stakeholder groups, including relations with other provinces and the federal government.

TRADE DEVELOPMENT DIVISION/ONTARIO EXPORTS INC

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1- 877- 46TRADE)
Fax (416)314-8222
www.ontarioexportsinc.com
8:30 - 5:00 

As the province's **export** development agency, Ontario Exports Inc. (OEI) helps Ontario firms begin to export or to expand into new export markets and can assist foreign buyers to find Ontario suppliers for their requirements. OEI accomplishes this by helping Ontario exporters (particularly small and medium-sized enterprises) find new customers and compete globally; providing one-on-one consultation, export advice, counselling, market research and advocacy; partnering with export related public and private sector agencies and organizations; organizing seminars and workshops; showcasing Ontario's products and services at home and abroad; celebrating Ontario companies' export success through programs such as the Ontario Global **Traders Awards**. The agency is registered to the ISO 9001:2000 standard.

INTERNATIONAL (LATIN AMERICA, CENTRAL EUROPE, MIDDLE EAST, AFRICA AND ASIA)

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1-877-46TRADE Ontario Only)
Fax (416)325-2766
www.ontarioexportsinc.com
8:30 - 5:00 

International (Latin America, Central and Eastern Europe, Japan, Australia, Africa and Asia) unit assists Ontario **businesses** enter and expand their international sales into Latin America, Central and Eastern Europe, Japan, Australia, Africa and Asia. The unit delivers a number of programs and services, such as seminars and workshops, that help Ontario firms evaluate their **export** readiness to expand their international export potential. Other services include one on one consultation, export advice and counselling; and providing market information

INTERNATIONAL (UNITED STATES AND EUROPEAN UNION)

7th Flr, 56 Wellesley St W


Toronto M7A 2E4

General Inquiry (416)314-8200

Toll Free 1-877-468-7233 (1-877-46TRADE Ontario Only)

Fax (416)325-6509

www.ontarioexportsinc.com

8:30 - 5:00 

International (United States and European Union) unit assists Ontario **businesses** enter and expand international sales into United States and the European Union. The unit delivers a number of programs and services that help Ontario firms evaluate their **export** readiness and expand their international export potential. These include seminars; one on one consultation; export advice and counselling; providing market information and sourcing Ontario suppliers for international buyers.

MARKETING AND PLANNING

7th Flr & 5th Flr, 56 Wellesley St W


Toronto M7A 2E4

General Inquiry (416)314-8200

Toll Free 1-877-468-7233 (1-877-46TRADE Ontario Only)

Fax (416)325-2766

www.ontarioexportsinc.com

8:30 - 5:00 

The Marketing and Planning Branch has two units. The Marketing unit provides marketing and communications support to the division, including direct marketing, advertising, public and media relations and publications. The Marketing unit also manages the Virtual **Trade** Missions (VTMs) and Ontario Global Traders **Awards** program, which recognizes Ontario companies' export success. The Planning unit provides budget, planning and technology services, including the website. It is also responsible for OEI's Quality Management System supported by registration to the ISO9001:2000 standard.

ACTS

Development Corporations Act


IDEA Corporation Act

Ministry of Industry, Trade and Technology Act

Research Foundation Act

Telephone Act


MINISTRY OF THE ENVIRONMENT

135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4000
Toll Free 1-800-565-4923
Fax (416)325-3159
www.ene.gov.on.ca
8:30 - 5:00 

The Ministry of the Environment is responsible for restoring, protecting and enhancing the environment to ensure public health, environmental quality and economic vitality. The ministry sets clear policies, standards, rules and regulations to protect the environment and encourage conservation activities. Along with monitoring the environment and enforcing these rules, the ministry looks for innovative approaches to complement legislation and regulations.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH


2nd Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6602
Fax (416)314-6711
Fax (416)314-6712
www.ene.gov.on.ca
8:30 - 4:45 

The Communications Branch is responsible for coordinating public and internal communications activities. Staff develop corporate communications strategies, produce written and graphic communications materials and respond directly to enquiries from the public and the media. The branch operates a bilingual Public Information Centre.

PUBLIC INFORMATION CENTRE


1st Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4000
Toll Free 1-800-565-4923
Fax (416)325-3159
8:30 - 5:00 

INTERNAL AUDIT SERVICES

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9210
Fax (416)314-9220
8:15 - 4:30 


Internal Audit Services provides objective assurance and consulting services to the Ministry of the Environment (MOE). It assists the MOE in meeting its business objectives by evaluating and making recommendations to improve the ministry's risk management, controllership, accountability and governance processes, and to improve the effectiveness, efficiency and economy of ministry operations.

LEGAL SERVICES BRANCH

10th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6589
(416)314-6581 (Duty Counsel Line)
Fax (416)314-6579
8:30 - 5:00 


The Legal Services Branch provides legal advice, services and representation to the ministry. These activities include counselling the ministry on the interpretation of statutes and regulations; the preparation and review of proposed legislation, regulations and other legal documents; conducting prosecutions under provincial environmental legislation; representing the ministry before environmental, land-use planning and energy tribunals; and providing a wide range of solicitors' services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney General.

ASSOCIATE DEPUTY MINISTER'S OFFICE**ENVIRONMENTAL ASSESSMENT AND APPROVALS BRANCH**

12A Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)314-8001
Toll Free 1-800-461-6290
Fax (416)314-8452
8:30 - 5:00 


The **Environmental Assessment** and Approvals Branch provides 'one-window' service for regulatory environmental approvals in Ontario. It is responsible for administering Ontario's Environmental Assessment Act, which applies to the planning of all public sector projects and certain types of private sector **waste** management projects, the Ontario **Water** Resources Act and Environmental Protection Act, under which it reviews and approves technical applications for new or modified waste, water and **sewage** facilities, or facilities which may emit a **contaminant**, including **noise**, to the air. The branch also administers the Pesticide Act, including **licensing** requirements for the sale, use and application of **pesticides**. Within the branch, dedicated staff are available to answer all enquiry's regarding its programs from the public and the regulated community. Information and technical guidance on the requirements for specific applications are also available.

IMPLEMENTATION AND TRANSITION SECRETARIAT

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-4475
Fax (416)314-6935
8:30 - 5:00 


The Implementation and Transition Secretariat coordinates the development and implementation of a government-wide environmental vision and strategy. The Secretariat has been engaged in building capacity for change within the Ministry, articulating goals, developing plans for action and identifying opportunities to test best practices and new approaches.

CHANGE MANAGEMENT BRANCH

8th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-1660
Fax (416)212-4009
8:30 - 5:00 

The Change Management Branch is responsible for promoting and facilitating effective organizational performance and capacity building through key management strategies: knowledge management, stakeholder involvement, and project management. Each strategy fosters integration and collaboration through cross-ministry and enterprise-wide initiatives.

ENVIRONMENTAL INNOVATIONS BRANCH


14th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)327-1449
Fax (416)327-1261
8:30 - 4:30 

The **Environmental** Innovations Branch plays a key role in leading the development of new innovative programs and testing new ideas through pilot projects. The branch also offers services to the Green Industry sector by undertaking activities which promote Ontario's environment industry domestically and internationally.

Services offered to the Public:


Business Directory
Business Guide

STRATEGIC INITIATIVES BRANCH

8th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-5883
Fax (416)212-4009
8:30 - 5:00 


The Strategic Initiatives Branch has lead responsibility for development work on legislative reform and the compliance assurance framework. The branch is also developing an Emerging Issues framework and process for the ministry.

WATER PROJECT OFFICE

3rd Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)212-1509
Fax (416)212-2757
8:30 - 4:30 


The **Water** Project Office is responsible for the implementation of the recommendations contained in Part One of the Report of the Walkerton Inquiry. The office provides the project management necessary to deliver on government implementation decisions for the recommendations from Part One.

CORPORATE MANAGEMENT DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6426
Fax (416)314-6425
Fax (416)314-7858 (40 St Clair Ave W)
8:00 - 5:00 


The Corporate Management Division is responsible for the strategic leadership and direction for human resources, business and fiscal planning, accommodation, modern controllership and the ministry's corporate information management and technology needs are met. It liaises with central agencies, and ensures ministry adheres to government legislation and policies, including the requirements of the Freedom of Information and Protection of Privacy Act, the French Language Services Act, Quality Service and the Environmental Bill of Rights. The division provides business support services and manages the service management relationship with the Shared Services Bureau and Internal Audit.

BUSINESS AND FISCAL PLANNING BRANCH

8th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-7360
Fax (416)314-7858
8:30 - 5:00 


The Business and Fiscal Planning Branch provides strategic leadership and advice for the ministry's business plans and program evaluation. The branch helps to develop and monitor the ministry performance measurement criteria. It coordinates, analyzes, and monitors the ministry's multi-year budget and acts as a liaison with central agencies on fiscal planning issues. In addition, the branch is responsible for modern controllership and service management with the Shared Services Bureau for services such as financial processing, procurement, payment, mail and control services. Business and Fiscal Planning Branch is also responsible for accommodation and facilities management and operating the ministry print shop.

ENVIRONMENTAL BILL OF RIGHTS OFFICE, FREEDOM OF INFORMATION OFFICE AND INFORMATION RESOURCE CENTRE

9th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-0197
www.ene.gov.on.ca
8:30 - 5:00 


The **Environmental** Bill of Rights (EBR) Office ensures, on behalf of the ministry, compliance with the legal requirements of the EBR. On behalf of government, the office manages the Environmental Registry, which acts as the principal tool to ensure the public's right to participate in government decision-making about the environment. The Freedom of Information (FOI) and Recorded Information Management (RIM) Office is responsible for implementing and administering the FOI/Privacy Act within the ministry and its affiliated agencies. It develops policies to assist staff in complying with the requirements of the Act, coordinates access to information requests and represents the ministry when appeals are filed. The Information Resources Centre (IRC) provides a comprehensive information service to the ministry. Customized reference searches, specific facts or data, alerting services, Internet advisory, and document delivery services are available to ministry staff on demand.

FRENCH SERVICES

9th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-7938
Fax (416)314-7949
8:30 - 4:30 


The French Services Office provides guidance and assistance to the ministry and its agencies in the planning and effective delivery of programs, activities and services in French and serves as a link between the francophone community and the ministry. This office also provides translation services, ensures the use of standardized environmental terminology in French, and publishes a bilingual lexicon.

HUMAN RESOURCES BRANCH

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9300
TTY (416)314-9336
Fax (416)314-9313
8:15 - 5:00 


The Human Resources Branch provides the ministry's human resources management program including: establishing ministry human resource policies and procedures, coordination and delivery of the ministry HR Plan, implementing new initiatives to meet workplace quality goals, organizational design and performance management. The branch approves appropriate compensation and **classification** levels for all employees and provides services such as staff recruitment, employee counseling, labour relations, occupational health and safety services and technical training and development at the ministry level. The branch also oversees the classification and **certification** policies and programs related to water and **sewage** operators.

INFORMATION MANAGEMENT AND TECHNOLOGY BRANCH

11th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-5017
Fax (416)314-4781
8:00 - 4:30 


The Information Management and Technology Branch is responsible for the design, planning, development, implementation and maintenance of information management and technology in support of Land and Resources Cluster (LRC) and ministry core businesses. Information management services include: the provision of strategic advice on application design, planning development of policies and standards, user education and maintenance of ministry systems. The branch is also responsible for the LRC's and the ministry's information technology infrastructure, and the maintenance of the Wide Area Network (WAN).

DRINKING WATER MANAGEMENT DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-4475
Fax (416)314-6935
8:30 - 5:00 


The Drinking Water Management Division will have lead responsibility for program and operational activities relating to the protection and provision of safe drinking water.

ENVIRONMENTAL SCIENCES AND STANDARDS DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6357
Fax (416)314-6358 


The Environmental Sciences and Standards Division (ESSD) leads the ministry's science, technology, and analytical programs, and provides support to policy and operational decision making by developing standards and guidelines, coordinating the delivery of partnerships including Drive Clean, monitoring the state of Ontario's environment, managing environmental information and providing laboratory services.

DRIVE CLEAN OFFICE

4th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-5856
Fax (416)314-4160
www.driveclean.com
8:00 - 5:00 


In support of clean air, the Drive Clean office is responsible for the design and delivery of Ontario's Drive Clean Program. The Drive Clean Program is Ontario's mandatory vehicle emission inspection and maintenance program for the light duty and heavy duty **vehicles**. Light duty vehicles in the program area are required to be tested biennially and heavy duty vehicles must be tested annually. The goal is to reduce smog-causing pollutants from vehicles while maintaining high public acceptance. Drive Clean Services are delivered through private service stations under performance agreements, fee-for-service contracts with private industry, and partnerships with associations and companies. The Drive Clean Office manages the contracts, sets program regulations and policies, and directs quality assurance and compliance activities, as well as a dispute resolution process.

ENVIRONMENTAL MONITORING AND REPORTING BRANCH

West Wing
125 Resources Rd
Etobicoke M9P 3V6
General Inquiry (416)235-6171
Fax (416)212-6235
8:30 - 5:00 


The **Environmental** Monitoring and Reporting Branch develops and manages province-wide monitoring networks that assess Ontario's ecosystem health, undertaking specialized **air** and water monitoring, manage and disseminate environmental information. Among other programs, the branch administers the **Hazardous Waste** Information Network, the Air Quality Index/Smog **Alert** initiative, OnAir, a reporting PWQMN system for air pollutants under Airborne **Contaminant** Discharge - Monitoring and Reporting Regulation (O.Reg. 127), as well as drinking water, stream water and ground water monitoring programs and the Dorset Science Centre, the Ministry's centre of expertise on inland lakes.

ENVIRONMENTAL PARTNERSHIPS BRANCH

14th, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)327-1449
Fax (416)314-0444
8:30 - 5:00 


The Environmental Partnerships Branch provides assistance to municipalities for water and waste water services, and implements the Municipal Water and Sewage Transfer Act. The branch also coordinates the ministry review of Ontario Small Town and Rural (OSTAR) applications for water and sewage funding which includes providing regular technical expertise to SuperBuild and MMAH and applicant municipalities. The branch is also responsible for coordinating with the Ontario Clean Water Agency (OCWA).

WATER AND SEWAGE SUPPORT PROGRAMS

14th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)327-1449
Fax (416)314-0444
8:30 - 5:00 


The **Water** and **Sewage** Support Programs section deals with the development and delivery of a variety of capital **funding** programs for the water and sewage infrastructure in Ontario. Programs include the Municipal Assistance Program (MAP), the \$200 million Provincial Water Protection Fund (PWPf) program, and most recently, the technical lead on water and sewage infrastructure on **SuperBuild's** Ontario Small Town and Rural (OSTAR) Infrastructure program. The Water and Sewage Support Programs section is also responsible for transferring provincially owned (through the Ontario Clean Water Agency) water and sewage works to the **municipalities** that these systems service, under the Municipal Water and Sewage Transfer Act, 1997.

LABORATORY SERVICES BRANCH

125 Resources Rd
Etobicoke M9P 3V6
General Inquiry (416)235-5743
Fax (416)235-5744
8:30 - 5:00 

Laboratory Services Branch provides analytical laboratory services to support the ministry's monitoring compliance, audit and emergency response needs. This includes the delivery of high quality testing, expert consultation and, scientific reference service. The branch also supports the ministry's standards setting through constant method development and the application of relevant analytical technology. The branch also manages the ministry's relationship with private and public sector laboratories.


STANDARDS DEVELOPMENT BRANCH

7th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)327-5519
Fax (416)327-2936
8:30 - 5:00 

Standards Development Branch provides toxicological and risk **assessment** expertise in support of ministry programs, policies and regulations. The branch develops **environmental** standards to protect human and ecosystem health, and identifies, assesses and develops effective solutions to ecosystem and human health threats. The branch delivers on its mandate by focusing on four key


program areas: development and promulgation of environmental standards that protect human health and the natural environment; delivery of toxicological and engineering advice with respect to environmental contaminants; administration of the **Pesticides** Act and promotion of safe use of pesticides, assessment of new environmental technology and promotion of technology transfer.

WORKFORCE PLANNING OFFICE

2nd Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-7889
Fax (416)314-7890
8:30 - 5:00 


The Environmental Sciences and Standards Division WorkForce Planning Office provides divisional coordination for financial, human resources, business planning and customer service issues.

INTEGRATED ENVIRONMENTAL PLANNING DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6338
Fax (416)314-6346
www.ene.gov.on.ca
8:00 - 5:00 


The Integrated Environmental Planning Division is responsible for integrating the overall policy development and planning functions of the ministry. This involves integrating and synthesizing all information, data and perspectives on the many aspects of the ministry's mandate. The division consults extensively on developing policies, strategies and programs that support the ministry's core businesses of conservation and environmental protection. The division is organized along functional areas which include the Waste Management Policy, Land Use Policy, Water Policy, Air Policy and Climate Change, Strategic Policy Branches as well as the Environmental Liaison Office.

AIR POLICY AND CLIMATE CHANGE BRANCH

4th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-3923
Fax (416)314-4128
www.ene.gov.on.ca
8:30 - 4:30 

The Air Policy and Climate Change Branch is responsible for the development of policies and identification of program needs for the improvement and protection of Ontario's air quality. The branch takes the lead on air issues such as smog, acid rain, fine particulates, ozone depletion, and leads Ontario's position on climate change and activities to reduce greenhouse gas emissions.


ENVIRONMENTAL LIAISON OFFICE

5th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4440
Fax (416)314-8478
www.ene.gov.on.ca
8:30 - 5:00 

The Environmental Liaison Office is responsible for the coordination of the ministry's relations with the federal government, other provincial governments, municipal governments and aboriginal


groups as they relate to the environment. The Environmental Liaison Office also coordinates the ministry's relations with the United States and other international jurisdictions concerning environmental issues.

LAND USE POLICY BRANCH

6th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4440
Fax (416)314-7200 (Director's Office)
Fax (416)326-0461
8:30 - 4:30 


The **Land** Use Policy Branch provides advice on integrating land use considerations into ministry policy and program initiatives. The branch fosters information sharing and feedback on emerging environmental issues and trends within the ministry and with external clients on land use management. The branch also supports the development and implementation of ecosystem based environmental strategies and action plans at the local and regional level of government that achieve the ministry's objectives of cleaner air, land and water, and healthier ecosystems.

STRATEGIC POLICY BRANCH

11th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-3372
Fax (416)314-2976
8:30 - 5:00 


The Strategic Policy Branch provides the central strategic policy function for the ministry, including central cabinet liaison responsibilities. The branch's role is to improve policy integration and capacity by forecasting the longer range strategic direction for the ministry, linking long range ministry issues and concepts to inform the development of sound public policy, and effectively integrating ministry policy development from among the core functional areas (air, climate change, waste, water and land) to ensure consistency with the government's priorities.

WASTE MANAGEMENT POLICY BRANCH

7th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4440
Fax (416)314-9411 (8th Flr)
Fax (416)325-4437 (7th Flr)
8:00 - 5:00 

The **Waste** Management Policy Branch is responsible for the development of policies, regulations and legislation to ensure sound and effective management of wastes in Ontario. The branch works with **municipalities**, the private sector and associations to manage both hazardous and non-hazardous wastes; and promotes waste minimization, diversion and **recycling** activities.


WATER POLICY BRANCH

5th & 6th Flr, 135 St Clair Ave W
Toronto M4V 1P5
Fax (416)314-3924
Fax (416)314-7200 (Director's Office)
Fax (416)314-3918
8:15 - 4:30 

The **Water** Policy Branch is responsible for the development of policies and programs to protect and restore the quality and quantity of Ontario's water resources. The branch works with other


jurisdictions, municipal, federal, other provincial and international interests to develop effective policies and programs for the protection and wise management of ground water, surface water and drinking water, and promotes water efficiency for ecological, environmental and social economic sustainability.

WORKFORCE PLANNING OFFICE

11th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-1934
Fax (416)314-7890
8:30 - 4:30 


The Workforce Planning Office is responsible for maintaining, monitoring and operating the divisional human resources, financial and administrative data systems for the Assistant Deputy Minister's office and the Division; make recommendations to the ADMs office regarding various improvements, enhancements and modifications to the data systems based on ongoing problem resolutions and liaison with client branches. This office also coordinates divisional data for the estimates and workforce planning.

OPERATIONS DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6378
Fax (416)314-6396 


The Operations Division is responsible for delivering programs to protect air quality, surface and ground water quality and quantity; managing the disposal of wastes; ensuring an adequate quality of drinking water and controlling the use of pesticides. In addition, the division is responsible for administering the ministry's approvals, **environmental assessments**, and **licensing** programs as well as an investigative and enforcement program to ensure compliance with environmental laws.

ENVIRONMENTAL SWAT TEAM


Suite 1000, 305* Milner Ave
Scarborough M1B 3V4
General Inquiry (416)314-4278
Fax (416)314-4464
8:15 - 4:30 


The **Environmental SWAT Team** is a highly mobile team dedicated to ensuring compliance with Ontario's environmental laws through tough, effective and fair **enforcement**. Working in partnership with the ministry's district offices, the team targets specific sectors of concern – sectors that have high non-compliance rates and/or may have significant impacts on public health and the environment. The Environmental SWAT Team also includes the Vehicle Emissions Enforcement Unit (known as the Smog Patrol). This unit of the team is dedicated to inspecting vehicles suspected of emitting excessive exhaust smoke, or of having emissions control equipment that has been tampered with or removed.


INVESTIGATIONS AND ENFORCEMENT BRANCH


8th Flr, 5775 Yonge St
 North York M2M 4J1
 General Inquiry (416)326-6700
 Fax (416)326-5256
 8:15 - 4:30 


The **Investigations** and **Enforcement** Branch is responsible for all aspects of **environmental** enforcement within the ministry. The branch complements other ministry programs to ensure compliance with environmental laws.

CENTRAL REGION
 9th Flr, 5775 Yonge St
North York M2M 4J1
 General Inquiry (416)326-6700
 Fax (416)325-6356
 8:15 - 4:30 

EASTERN REGION
 133 Dalton Ave
Kingston K7L 4X6
 General Inquiry (613)549-4000
 Fax (613)548-6907
 8:15 - 4:30 

NORTHERN REGION
 Rm 331, 435 James St S
Thunder Bay P7E 6S7
 General Inquiry (807)475-1205
 Fax (807)475-1777
 8:30 - 4:30 


SOUTHWESTERN REGION
 733 Exeter Rd
London N6E 1L3
 General Inquiry (519)873-5000
 Fax (519)873-5008
 8:15 - 4:30 

WEST CENTRAL REGION
 9th Flr, 119 King St W
Hamilton L8P 4Y7
 General Inquiry (905)521-7660
 Fax (905)521-7181
 8:15 - 4:30 


REGIONAL/DISTRICT OFFICES


The Regional/District Offices are responsible for delivering programs to protect **air** quality, surface and ground **water** quality and quantity; managing the disposal of **wastes**; ensuring an adequate quality of **drinking water** and controlling the use of **pesticides**.

CENTRAL REGION

CENTRAL REGION OFFICE
 8th Flr, 5775 Yonge St
North York M2M 4J1
 General Inquiry (416)326-6700
 Toll Free 1-800-810-8048
 Fax (416)325-6345 (For FOI also)
 8:30 - 5:00 

HALTON-PEEL DISTRICT OFFICE
 Suite 300, 4145 North Service Rd
Burlington L7L 6A3
 General Inquiry (905)319-3847
 Toll Free 1-800-335-5906
 Fax (905)319-9902
 8:30 - 5:00

TORONTO DISTRICT OFFICE
 8th Flr, 5775 Yonge St
North York M2M 4J1
 General Inquiry (416)326-6700
 Fax (416)325-6346
 8:30 - 5:00 

YORK DURHAM DISTRICT OFFICE
 5th Flr, 230 Westney Rd S
Ajax L1S 7J5
 General Inquiry (905)427-5600
 Toll Free 1-800-376-4547
 Fax (905)427-5602
 8:30 - 5:00 

EASTERN REGION**KINGSTON REGIONAL OFFICE**

133 Dalton Ave

PO Box 820

Kingston K7L 4X6

General Inquiry (613)549-4000

Fax (613)548-6908

Fax (613)548-6911 (Director)

8:30 - 5:00 ☎

BELLEVILLE AREA OFFICE

Belleville Mall

470 Dundas St E

Belleville K8N 1G1

General Inquiry (613)962-9208

Fax (613)962-6809

8:15 - 5:00 ☎

CORNWALL AREA OFFICE

2nd Flr, 113 Amelia St

Cornwall K6H 3P1

General Inquiry (613)933-7402

Fax (613)933-6402

8:30 - 5:00

KINGSTON DISTRICT OFFICE

133 Dalton Ave

PO Box 820

Kingston K7L 4X6

General Inquiry (613)549-4000x2692

Fax (613)548-6920

8:30 - 5:00 ☎

OTTAWA DISTRICT OFFICE

2435 Holly Lane

Ottawa K1V 7P2

General Inquiry (613)521-3450

Fax (613)521-5437

8:30 - 5:00 ☎

PETERBOROUGH DISTRICT OFFICE

Robinson Pl South Tower

2nd Flr, 300 Water St

Peterborough K9J 8M5

General Inquiry (705)755-4300

Fax (705)755-4321

8:30 - 5:00 ☎

NORTHERN REGION**THUNDER BAY REGIONAL OFFICE**

3rd Flr Suite 331, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1205

Toll Free 1-800-875-7772 (Within Area Codes

807 & 705)

Fax (807)475-1754

8:30 - 5:00 ☎

SUDBURY DISTRICT OFFICE

Suite 1101, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)564-3237

Toll Free 1-800-890-8516 (Within Area Codes

705 & 807)

Fax (705)564-4180

8:30 - 5:00 ☎

SUDBURY/SAULT STE MARIE DISTRICT**OFFICE - SAULT STE MARIE AREA**

Roberta Bondar Pl

Suite 610, 70 Foster Dr

Sault Ste Marie P6A 6V4

General Inquiry (705)541-2170

Toll Free 1-800-965-9990 (Within Area Codes

705 & 807)

Fax (705)541-2171

8:30 - 5:00 ☎

THUNDER BAY DISTRICT OFFICE

3rd Flr Suite 331, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1315

(807)475-1205 (Regional Office)

Toll Free 1-800-875-7772 (Within Area Codes

705 & 807)

Fax (807)473-3160

Fax (807)475-1754

8:30 - 5:00 ☎

THUNDER BAY/KENORA DISTRICT**OFFICE - KENORA AREA**

808 Robertson St

PO Box 5150

Kenora P9N 1X9

General Inquiry (807)468-2718

Toll Free 1-888-367-7622 (Within Area Code

807)

Fax (807)468-2735

8:15 - 5:00 ☎

TIMMINS DISTRICT OFFICE
 Ontario Government Complex
 Hwy 101 E
 PO Bag 3080
South Porcupine P0N 1H0
 General Inquiry (705)235-1500
 Fax (705)235-1520
 8:30 - 5:00

TIMMINS/NORTH BAY DISTRICT OFFICE - NORTH BAY AREA
 Suite 103, 447 McKeown Ave
North Bay P1B 9S9
 General Inquiry (705)497-6865
 Toll Free 1-800-609-5553 (Within Area Code 705)
 Fax (705)497-6866
 8:30 - 5:00

SOUTHWESTERN REGION

LONDON REGIONAL OFFICE
 733 Exeter Rd
London N6E 1L3
 General Inquiry (519)873-5000
 Toll Free 1-800-265-7672
 Fax (519)873-5020
 8:30 - 5:00

BARRIE DISTRICT OFFICE
 Unit 1203, 54 Cedar Pointe Dr
Barrie L4N 5R7
 General Inquiry (705)739-6441
 Toll Free 1-800-890-8511
 Fax (705)739-6440
 8:30 - 5:00

LONDON DISTRICT OFFICE
 733 Exeter Rd
London N6E 1L3
 General Inquiry (519)873-5000
 Toll Free 1-800-265-7672
 Fax (519)873-5020
 8:30 - 5:00

OWEN SOUND DISTRICT OFFICE
 1580 20th St E
Owen Sound N4K 6H6
 General Inquiry (519)371-2901
 Toll Free 1-800-265-3783
 Fax (519)371-2905
 8:30 - 5:00

SARNIA DISTRICT OFFICE
 1094 London Rd
Sarnia N7S 1P1
 General Inquiry (519)336-4030
 Toll Free 1-800-387-7784
 Fax (519)336-4280
 8:30 - 5:00

WINDSOR DISTRICT OFFICE
 Unit 620, 4510 Rhodes Dr
Windsor N8W 5K5
 General Inquiry (519)948-1464
 Toll Free 1-800-387-8826
 Fax (519)948-2396
 8:30 - 5:00

WEST CENTRAL REGION


HAMILTON REGIONAL OFFICE
 Ellen Fairclough Bldg
 12th Flr, 119 King St W
Hamilton L8P 4Y7
 General Inquiry (905)521-7640
 Toll Free 1-800-668-4557
 Fax (905)521-7820
 8:30 - 5:00

GUELPH DISTRICT OFFICE
 4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
 General Inquiry (519)826-4255
 Toll Free 1-800-265-8658
 Fax (519)826-4286
 8:30 - 5:00

HAMILTON DISTRICT OFFICE
 Ellen Fairclough Bldg
 9th Flr, 119 King St W
Hamilton L8P 4Y7
 General Inquiry (905)521-7650
 Fax (905)521-7820
 Fax (905)521-7806
 8:30 - 5:00

NIAGARA DISTRICT OFFICE
 9th Flr Suite 15, 301 St Paul St
St Catharines L2R 3M8
 General Inquiry (905)704-3900
 Toll Free 1-800-263-1035
 Fax (905)704-4015
 8:30 - 5:00


SPILLS ACTION CENTRE

Place Nouveau Bldg
10th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3000
Toll Free 1-866-663-8477 (Pollution Hotline -1-866- MOE-TIPS)
Toll Free 1-800-268-6060 (Spill and Drinking Water Reports)
Fax (416)325-3011
24 Hours 

The **Spills** Action Centre (SAC), staffed on a 24-hour basis, receives province-wide reports of spills and coordinates appropriate response actions. The centre also receives adverse **drinking water** notifications and **pollution** hotline calls in addition to reports of occurrences for a number of other ministries and agencies. SAC is responsible for coordinating ministry support under provincial **emergency** plans and for maintaining the ministry's emergency plan for spill-related emergencies. The office also provides guidance pertaining to Ontario's Spill Legislation - Part X of the **Environmental Protection Act**.


AGENCIES, BOARDS AND COMMISSIONS

ENVIRONMENTAL REVIEW TRIBUNAL

12th Flr Suite 1201, 2300 Yonge St
PO Box 2382
Toronto M4P 1E4
General Inquiry (416)314-4600
Fax (416)314-4506
www.ert.gov.on.ca
8:30 - 4:45 


The **Environmental** Review Tribunal is an independent and impartial tribunal established by provincial legislation that holds public **hearings** regarding **appeals** arising from, amongst other things, the revocation, alteration or issuance of approvals, **licences**, **permits** or orders under various environmental statutes. These statutes include the **Environmental Protection Act**, the **Environmental Assessment Act**, Ontario **Water** Resources Act, Ontario **Pesticides Act** and the **Environmental Bill of Rights, 1993**. Under the **Niagara Escarpment Planning and Development Act**, Tribunal members are appointed to make recommendations/decisions regarding permit development application appeals and plan amendment applications.

OFFICE OF CONSOLIDATED HEARINGS

12th Flr Suite 1201, 2300 Yonge St
PO Box 2382
Toronto M4P 1E4
General Inquiry (416)314-4600
Fax (416)314-4506
www.ert.gov.on.ca
8:30 - 4:45 

Under the Consolidated **Hearings Act**, the Environmental Review Tribunal holds public hearings in conjunction with the Ontario **Municipal Board**. This occurs when a proposal requires more than one tribunal hearing under more than one of the Acts set out in the schedule to the Consolidated Hearings Act, 1981. The Hearings Registrar must receive written notice from the person proposing the undertaking, specifying the nature of the undertaking, required hearings and governing Acts. The matter is then referred to the chairs of the two boards, who establish a joint board for the hearing. The board's decision can be varied or rescinded only by the Lieutenant-Governor-in-Council or, on a question of law, may be **appealed** to the Divisional Court.

ONTARIO CLEAN WATER AGENCY

17th Flr, 1 Yonge St
 Toronto M5E 1E5
 General Inquiry (416)314-5600
 Toll Free 1-800-667-6292
 Fax (416)314-8300
www.ocwa.com
 8:15 - 5:15 

The Ontario Clean **Water** Agency (OCWA) was created in 1993 under the Capital Investment Plan Act with a mandate to provide safe, reliable and cost-effective water and wastewater services to Ontario **municipalities**. The Agency currently operates over 400 facilities in the province, ranging in size from small lagoons and pumping stations to metropolitan water treatment and distribution systems. OCWA is not a monopoly and receives no government subsidies. OCWA is a business that competes for its contracts in an open marketplace against private sector companies. The Agency reports to the Minister of **Environment**. OCWA's mission is: "To be the best in the business of producing clean water".

EASTERN AND NORTHERN REGIONS

593 Norris Crt
Kingston K7P 2R9
 General Inquiry (613)634-6292
 Fax (613)634-1942

MID-ONTARIO REGION

Unit D, 24 Yonge St S
 PO Box 2654
Elmvale L0L 1P0
 General Inquiry (705)322-5630
 Fax (705)322-5633

MIDWESTERN REGION

Unit B3, 490 Dutton Dr
Waterloo N2L 6H7
 General Inquiry (519)885-7022
 Fax (519)885-8192


SOUTH PEEL FACILITIES

1300 Lakeshore Rd E
Mississauga L5E 1E9
 General Inquiry (905)274-1223
 Fax (905)274-5906

SOUTHWESTERN REGION

3508 Wonderland Rd S
London N6L 1A7
 General Inquiry (519)652-7014
 Fax (519)652-7020

PESTICIDES ADVISORY COMMITTEE

12th Flr Suite 1203, 2300 Yonge St
 Toronto M4P 1E4
 General Inquiry (416)314-9230
 Fax (416)314-9237
www.opac.gov.on.ca
 8:15 - 4:30 


This **Pesticides** Advisory Committee advises the Minister on matters pertaining to pesticides. It annually reviews the Pesticides Act and regulations, and government publications respecting pesticides and the control of pests. The committee also recommends **classification** for all new pesticide products prior to their marketing and use in Ontario, and publishes an annual report, which is available upon request. For other ministry publications on pests and pest control and information on pesticide licensing, contact the Standards Development Branch, Pesticides Section or the **Environmental** Assessment and Approvals Branch.

ACTS

Capital Investment Plan Act, 1993
 Consolidated Hearings Act
 Environmental Assessment Act

Environmental Bill of Rights Act, 1993
Environmental Protection Act
Environmental Tribunal Act
Ministry of the Environment Act
Municipal Water and Sewage Transfer Act, 1997
Nutrient Management Act
Ontario Water Resources Act
Pesticides Act
Safe Drinking Water Act
Sustainable Water and Sewage Systems Act, 2002
Waste Diversion Act, 2002
Waste Management Act, 1982


MINISTRY OF FINANCE

Frost Bldg S
7th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
Toll Free General Inquiry 1-800-263-7965
Fax (905)433-6777
www.gov.on.ca/fin
8:30 - 5:00 

The mission of the ministry is to establish an environment which will ensure a dynamic, innovative and growing economy and to manage the fiscal, financial and related regulatory affairs of the Province of Ontario. To carry out this mission, the ministry will create a climate for economic growth and job creation in the province; promote the effective and efficient delivery of government services to taxpayers and reduce spending; ensure prudent management of the province's debt; balance the budget; and ensure that public organizations remain accountable to taxpayers for the use of their funds.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND CORPORATE AFFAIRS BRANCH

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0333
Fax (416)325-0339
www.gov.on.ca/fin
8:30 - 5:00 


The Communications and Corporate Affairs Branch provides strategic communications advice and planning to the Minister of Finance, the Deputy, all ministry divisions and, where appropriate, other ministries, to support jobs and the economy. The services include: communications planning for ministry programs, policies and initiatives; issues management; developing communications policies for the ministry; responding to public and media enquiries; advertising strategies and implementation; news releases; event planning; media monitoring and analysis; communications evaluation; speeches. In addition, the branch coordinates the distribution of Ministry of Finance documents and requests for translation. It also tracks and coordinates responses to all ministerial correspondence and provides information and research services.

ISSUES AND MEDIA RELATIONS

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0333
Fax (416)325-0339
8:30 - 5:00 


The Issues and Media Relations unit monitors legislative proceedings and the media to identify, analyze, respond to, and manage emerging contentions issues, supporting timely briefings to the Minister on these matters.

INTERNAL AUDIT SERVICES


Eaton Tower
 31st Flr, 250 Yonge St
 Toronto M5B 2N7
 General Inquiry (416)325-8320
 Fax (905)433-5222 (Oshawa)
 Fax (416)325-5096 (Toronto)
 8:30 - 5:00 

Internal Audit Services provides a full range of internal audit services geared to assisting its clients in achieving their objectives, identifying and managing risks and improving controllership, accountability, effectiveness, efficiency and economy of programs, systems and operations. The range of services provided include business advisory, audit (value for money, financial and compliance) services, control and risk assessment, information technology audits and consultation, facilitation and liaison with the Provincial Auditor. Its clients include the Ministry of Finance and its agencies.


INTERNAL AUDIT SERVICES - OSHAWA

3rd Flr, 33 King St W
Oshawa L1H 8H5
 General Inquiry (416)325-8320
 8:30 - 5:00 

INTERNAL AUDIT SERVICES - TORONTO


Eaton Tower
 31st Flr, 250 Yonge St
Toronto M5B 2N7
 General Inquiry (416)325-8320
 8:30 - 5:00 

LEGAL SERVICES BRANCH - TORONTO, QUEEN'S PARK

Frost Bldg S
 5th Flr Rm 515, 7 Queen's Park Cres E
 Toronto M7A 1Y7
 General Inquiry (416)325-1455
 Fax (416)325-1460
 8:30 - 5:00 

Legal services for the Ministry of Finance are provided by this branch. It counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services include litigation, prosecutions, settling claims, drafting agreements and provincial legislation, providing legal advice on government financial matters, tax policy, administration and enforcement, and the issue and sale of government of Ontario securities.

LEGAL SERVICES BRANCH - OSHAWA

Michael Starr Bldg
 6th Flr, 33 King St W
Oshawa L1H 8H5
 General Inquiry (905)433-5657
 Fax (905)436-4510
 8:00 - 5:00 

LEGAL SERVICES BRANCH - TORONTO, BLOOR ST

6th Flr, 101 Bloor St W
Toronto M7A 1C1
 General Inquiry (416)326-0415
 Fax (416)326-0416

CENTRAL AGENCIES INFORMATION AND INFORMATION TECHNOLOGY CLUSTER

5th Flr, 33 King St W

Oshawa L1H 8H5

General Inquiry (905)433-6797

Fax (905)433-5708

The Central Agencies Information and Information Technology Cluster supports the Ministry of Finance, Management Board Secretariat and Cabinet Office. The Cluster is closely aligned to the core businesses of the ministries and is absolutely essential to the efficient and cost effective delivery of services, the growth of those businesses and their contribution to the agendas of both the ministries and the government. Although there is a wide range of diversity of technology, it is matched to meet the business needs, is well-integrated and designed to meet corporate I & IT directions.

CORPORATE BUSINESS SOLUTIONS BRANCH


6th Flr, 700 University Ave

Toronto M7A 2S4

General Inquiry (416)327-9241

(416)326-9300 (SSB/WIN Contact Centre)

Fax (416)327-9254

8:30 - 5:00 

The Corporate Business Solutions Branch maintains and operates the corporate payroll, attendance and financial systems for the OPS, i.e. WIN, Corpay and IFIS.


ENTERPRISE BUSINESS SOLUTIONS BRANCH

5th Flr, 33 King St W

Oshawa L1H 8H5

General Inquiry (905)433-6595

Fax (905)433-6461

8:30 - 5:00 

Enterprise Business Solutions is responsible for providing leadership in the planning, development and support of business solutions, through services such as: assisting clients in their business planning by providing expertise to ensure that I&IT solutions will align with program goals and commitments; providing application development expertise for implementing new business applications and major enhancements for PC, mainframe, client server and Internet platforms; managing I&IT projects; providing business re-engineering services; and monitoring projects and customer satisfaction on an ongoing basis.

ENTERPRISE TECHNOLOGY SOLUTIONS BRANCH

5th Flr, 33 King St W


Oshawa L1H 8H5

General Inquiry (905)433-6797

(416)327-2700 (Toronto Service Desk - MBS)


(905)433-5100 (Oshawa Service Desk - Finance Oshawa)

Fax (905)436-4449

8:00 - 5:00 


The Enterprise Technology Solutions Branch is responsible for infrastructure management by providing functional and corporate lead to a range of technology areas that support and recognize government/ministry business as drivers of IT services. These areas include: IT Security, database design, network and telecommunications, forms design, infrastructure standards, hardware/software acquisitions and maintenance, capacity and performance and service desk support.

MANAGEMENT SERVICES OFFICE

Michael Starr
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (416)327-2821 (Toronto)
General Inquiry (905)433-6797 (Oshawa)
Fax (905)436-4449 (Oshawa)
Fax (416)327-2530 (Toronto) 


The Management Services Office is responsible for information and information technology (I&IT) strategic planning, business planning, finance and administration, and project management for the Cluster.

ENTERPRISE PLANNING

Michael Starr
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5257 


Enterprise Planning coordinates the cluster's strategic I&IT planning activities including developing the cluster enterprise plan and ensuring linkages with corporate and business plans to deliver solutions that satisfy business needs.

FINANCE AND ADMINISTRATION

Michael Starr
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6533
8:15 - 4:30 


The Finance and Administration section provides financial management, including governance and funding models, forecasts and budgets, procurement and administrative services. This section also manages the Recorded Information Management Program for the Ministry of Finance.

ADMINISTRATION - OSHAWA

Michael Starr Bldg
5th Flr, 33 King St W
Oshawa L1H 8H5
8:15 - 4:30 


The Administration - Oshawa section provides financial management, including governance and funding models, forecasts and budgets, procurement and administrative services. This section also manages the Recorded Information Management Program for the Ministry of Finance.

ADMINISTRATION - TORONTO

Ferguson Block
4th Flr, 77 Wellesley St W
Toronto M7A 1N3
8:15 - 4:30 


The Administration - Toronto section provides financial management, including governance and funding models, forecasts and budgets, procurement and administrative services. This section also manages the Recorded Information Management Program for the Ministry of Finance.

PROJECT MANAGEMENT OFFICE

Ferguson Block
4th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3552 


The Project Management Office (PMO) is dedicated to the provision and improvement of project management services to assist our Clients, IT Partners and Business Partners and encourage consistently successful project management. The PMO is responsible for standardizing core project management processes, developing a project management culture that anticipates and manages deliverables, as well as establishing a centralized repository for documentation.

CORPORATE AND QUALITY SERVICE DIVISION

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6844
Fax (905)433-6688
8:30 - 5:00 


The Corporate and Quality Service Division delivers planning, advisory, quality service leadership and controllership functions to ensure direction and management of operating programs consistent with Ontario Government policy and legislative directions. The division provides corporate support services including: call centre and customer service operations; data capture and cash management for all collections under the taxation statutes administered by the ministry; coordination and production of ministry documents such as the Ontario Budget; and administers the Freedom of Information and Protection of Privacy Act for the ministry. The division also manages the service and accountability relationships with the Internal Audit Division and Shared Services Bureau of Management Board Secretariat, and ensures proper levels of support to the ministry and its client groups.

BUDGET SECRETARIAT

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-1588
Fax (416)325-0969
8:30 - 5:00 

Budget Secretariat is responsible for the coordination and the production of the Ontario Budget, Fall Economic Statement and other high-profile ministry projects. Additional responsibilities include managing and providing support to ministry consultations and delegations, developing and managing two annual ministry charitable campaigns, providing creative design and production/publication advice and assistance to the ministry and government. The Secretariat is also responsible for ensuring that physical security and fire safety for the Frost Complex and its occupants is adequate.


CORPORATE PLANNING AND FINANCE BRANCH

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5644
Fax (905)433-5124
8:30 - 5:00 

The Corporate Planning and Finance Branch is responsible for corporate resource management processes and support systems, preparing expenditure estimates, program evaluation, monitoring


operational performance and recommending appropriate actions. It is also responsible for analyzing and reviewing resource implications of Cabinet and Management Board submissions. It liaises with central agencies and other ministries, supports and advises the ministry executive on resource management, planning and policy issues. In addition, the branch provides central facilities design and accommodation services; IT and physical security; controllership and reporting and support for Local Service Realignment activities through the Revenue Service Centre. Responsibilities also include the day-to-day liaison with the Shared Services Bureau in the delivery of business support services.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE (FOI)

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5377
Toll Free 1-800-263-3971
Fax (905)436-4462
8:30 - 5:00 

The Freedom of Information and Protection of Privacy Office handles all requests for information under the Freedom of Information and Protection of Privacy Act.

HUMAN RESOURCES BRANCH

2nd Flr, 33 King St W
Oshawa L1H 8H5
6th Flr, 101 Bloor St W
Toronto M7A 1C1
General Inquiry (905)433-6092
(416)325-8260 (Toronto)
TTY (416)325-8237 (Toronto)
Fax (416)325-8299 (Toronto)
Fax (905)433-6588 (Oshawa)
8:15 - 5:00 

The Human Resources Branch performs the human resources management function for the Ministry of Finance, Office of the Premier and Cabinet Office. The branch is responsible for establishing ministry human resources policies and procedures, creating appropriate classification and compensation levels for employees, recruiting staff, counselling employees, coordinating and development, human resources planning, investigating employee grievances and handling all matters affecting work conditions and performance. The branch maintains the ministry's personnel, payroll and employee benefit records. It serves as a liaison between the ministry, Management Board of Cabinet, the Ontario Public Service Employees Union (OPSEU), AMAPCEO and the Shared Services Bureau (Payroll Benefits & Generic Training). This branch also coordinates the ministry's French Language Services and Equal Opportunity Programs.


REVENUE OPERATIONS AND CLIENT SERVICES BRANCH

7th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5858
Fax (905)433-6288
8:30 - 5:00 

The Revenue Operations and Client Services Branch supports the Ontario Government's financial objectives in its high-speed tax remittance processing centre, as well as operating the ministry's telephone Call Centre. The branch also administers tax rebates for Alternative Fuel, Permanently Physically Disabled and Appliance Rebate Programs and provides additional client services for the ministry including mail processing (Toronto and Oshawa locations), printing and convenience


copier services, boardroom bookings, vehicle fleet, parking control and the Oshawa switchboard. The Branch also provides Call Centre and data processing support for other Ministries.

MINISTRY INFORMATION CENTRE

2nd Flr, 33 King St W
Oshawa L1H 8H5
(905)433-6004 (Oshawa Public Enquiry Centre)
TTY 1-800-263-7776
Toll Free 1-800-263-7965
Toll Free French 1-800-668-5821
Fax (905)433-6777
8:15 - 5:00 


Provides program & account-specific information to the public, client groups & central agencies on behalf of Ontario's **taxation** & financial programs including: **Corporations** Tax, Employer **Health** Tax, Gas, **Fuel & Tobacco** Taxes/Border Levy, International Fuel Tax Agreement, **Land** Transfer Tax and Refunds, Provincial Land Tax, Tax for Fuel Conservation, Used **Vehicle** Information Program, Permanently Physically **Disabled** Program, **Propane**/Alternative Fuel Refunds, **GAINS**, Ontario **Home** Ownership Savings Plan, Ontario Tax Credits/Ontario Tax Reduction, Ontario **Child Care** Supplement for Working Families, Ontario **Investment &** Employee Ownership Plan, Employee Share Ownership Plan, Ontario Tax Credit **Audit**, Financial Services Commission, **Property** Taxation, Equity in Education, Appliance Rebate Program, Debt Retirement Charge, Provincial Sales Tax & both Ontario Savings & Hydro **Bonds**. Also responds to calls on behalf of other ministries such as the Ministry of Labour on the Employment Standards Act.

REVENUE AND DATA PROCESSING

7th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5846
Fax (905)436-4494
8:30 - 5:00 


In partnership with other provincial ministries and government bodies (e.g. OPP, Canada Customs and Revenue Agency, Ministry of Natural Resources, Ministry of Public Safety & Security), the Revenue and Data Processing section of Revenue Operations and Client Services Branch provides a cost-effective, re-engineered remittance processing, document imaging/retrieval and data capture service for all taxes, fines and fees for the Ministry of Finance and its agencies, as well as for each of the above partners.

FISCAL AND FINANCIAL POLICY DIVISION

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Y7
General Inquiry (416)327-2020
Fax (416)325-0290
8:30 - 5:00 


The Fiscal and Financial Policy Division provides the Minister of Finance and the government with advice and assistance on all aspects of fiscal and financial policy, fiscal planning, financial standards and reporting, and overall stewardship of the financial resources of the province.

FINANCIAL ANALYSIS BRANCH

10th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)327-2727
Fax (416)327-2743
8:30 - 5:00 


Financial Analysis Branch provides quality financial advice and expertise on fiscal planning, financial reporting, financial management accounting and business practice issues, for proposals and decisions with fiscal implications. It ensures that a thorough review and analysis of the impact of proposals is reflected in the government's fiscal plan and financial reporting practices.

FISCAL PLANNING BRANCH

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2020
Fax (416)327-9115
8:30 - 5:00 


The Fiscal Planning Branch provides advice and support on the overall fiscal framework and strategy for the government, including the ongoing monitoring and management of Ontario's fiscal plan. The fiscal plan consists of the projected budget balance, supported by expected spending and revenue for the current fiscal year and for the medium term. The branch develops the Quarterly Ontario Finances and coordinates Budget Paper B as part of the annual Ontario Budget. In addition, the branch provides fiscal policy advice and analysis to the minister and senior officials on corporate and cross-ministry issues, as well as on all major expenditure program areas. The branch develops the strategic framework for expenditure savings initiatives and is responsible for development of the overall capital envelope.

FISCAL RESEARCH AND DEVELOPMENT

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Y7
General Inquiry (416)326-3352
Fax (416)212-6233
8:30 - 5:00 

The Fiscal Research and Development (FRD) unit works with other ministries and external stakeholders to support the development of the Government's accountability initiatives. The unit also conducts research to support the FFPD in developing the knowledge and expertise needed to be an innovative leader in accountability.

OFFICE OF THE PROVINCIAL CONTROLLER

Frost Bldg S
1st Flr Rm 162, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-8050
Fax (416)325-8051
8:00 - 5:00 

The Office of the Provincial Controller recommends Ontario's financial management and reporting policies and standards to the government. It reports on the province's financial position to the public and the Legislature through the annual tabling of the Public Accounts. It works closely with the Office of the Provincial Auditor and the Canadian Institute of Chartered Accountants on the

development of standards for government reporting and financial management practices. It promotes effective financial management and modern **controllershship** practices for ministries to ensure they produce relevant high quality financial information for decision making. It ensures that financial controls and recording systems are in place to safeguard the province's assets. It develops and delivers training and provides advice and expertise to ministries on modern controllershship (including risk management and financial management), and on Public Sector Accounting Board accounting policy implementation.

INTEGRATED FINANCIAL INFORMATION SYSTEM (IFIS)

6th Flr, 56 Wellesley St W


Toronto M7A 2E7

General Inquiry (416)325-2200

Fax (416)325-1520 (ADM, Operations, Change Mgmt., Education & Training)

Fax (416)325-6382 (16th Flr, Project Management)

Fax (416)325-8442 (16th Flr, I&IT, Rollout Support Team)

8:30 - 5:00 

The Integrated Financial Information System (IFIS) project is a multi-year investment in the province's administrative infrastructure to transform the financial policies, processes, systems, skills and organization in order to implement the best financial management practices across the OPS such as: single enterprise-wide integrated financial information system, enhanced work flow, electronic commerce, shared services and accrual accounting to PSAAB standards.

OFFICE OF ECONOMIC POLICY


Frost Bldg N

5th Flr, 95 Grosvenor St

Toronto M7A 1Z1

General Inquiry (416)325-0840

Fax (416)325-9224

8:30 - 5:00 

The Office of Economic Policy provides the Minister of Finance and the government with analytical support and economic policy advice on a wide range of economic, fiscal and financial issues and trends that affect economic growth and job creation. Specifically, the Office provides support and advice in a number of critical areas including macroeconomic projections and revenue forecasts; development of economic policy initiatives for the annual Budget; socioeconomic and labour market issues; demographic analysis and population forecasts; sectoral, regional and structural economic analysis; and the financial services sector regulatory policy. The OEP also liaises with Statistics Canada.

INDUSTRIAL AND FINANCIAL POLICY BRANCH


Frost Bldg N

4th Flr, 95 Grosvenor St

Toronto M7A 1Z1


General Inquiry (416)325-0900

Fax (416)325-1187

8:30 - 5:30 


The Industrial and Financial Policy Branch provides the Ministry of Finance with policy research analysis and development services regarding Ontario's interest in, and regulation of, the financial services sector. It also provides analytical support and policy advice on a wide range of microeconomic issues related to economic growth and job creation. These include policy areas such as sectoral industrial and regional performance, capital market structure and access to capital, innovation, technology and the environment.

DEPOSIT-TAKING INSTITUTIONS POLICY

College Park
10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-9210
Fax (416)327-0941
8:30 - 5:30 


Deposit-Taking Institutions Policy undertakes research, policy analysis and development on matters concerning banks, loan and trust corporations, credit unions and caisses populaires, and mortgage brokers.

INDUSTRIAL SECTORS POLICY

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0900
8:30 - 5:30 


Industrial Sectors Policy undertakes policy research and analysis and provides policy advice on issues related to industries, and business climate and regulation, including the environment and housing.

INSURANCE AND COOPERATIVES POLICY

College Park
10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-9210
Fax (416)327-0941
8:30 - 5:30 


Insurance and Cooperatives Policy undertakes research, policy analysis and development on insurance (including auto insurance) and cooperative matters.

REGIONAL ECONOMICS AND INNOVATION POLICY

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0900
8:30 - 5:30 


Regional Economics and Innovation Policy undertakes policy research and analysis and provides policy advice on issues related to regional economics and innovation policy.

SECURITIES POLICY

College Park
10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)889-3792
Fax (416)327-0941
8:30 - 5:30 


Securities Policy undertakes regulatory policy analysis and advice on securities issues.

LABOUR AND DEMOGRAPHIC ANALYSIS BRANCH

Frost Bldg N
5th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0802
Fax (416)325-0841
8:30 - 5:00 


The Labour and Demographic Analysis Branch conducts research, provides analysis and develops policy options in demographics and labour economics and social policy areas such as: population projections and analysis, job creation, youth and older workers, employment and unemployment, training, education, incomes and compensation, women, collective bargaining, public sector analysis, low income, and employment standards.

MACROECONOMIC ANALYSIS AND POLICY BRANCH

Frost Bldg N
6th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0755
Fax (416)325-0796
8:30 - 5:00 


The Macroeconomic Analysis and Policy Branch is responsible for analyzing the overall state of Ontario's economy. In particular, it is charged with developing the macroeconomic and revenue forecasts for the province, with monitoring current economic conditions and producing the quarterly Ontario Economic Accounts, and with assessing the macroeconomic impact of both provincial policy and major internal and external economic developments (e.g. changes in interest rates or tax rates).

OFFICE OF THE BUDGET AND TAXATION

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Z2
General Inquiry (416)314-0700
Fax (416)326-0046
9:00 - 5:00 

The Office of the **Budget** and **Taxation** acts as the central focus point for the Ontario Budget planning and production processes. The office also formulates policies on taxation, federal-provincial finance, pensions and income security, as well as designing Ontario's tax legislation.


CORPORATE AND COMMODITY TAXATION BRANCH

Frost Bldg N
2nd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-2637
Fax (416)314-8635
8:30 - 5:30 

The Corporate and Commodity Taxation Branch provides advice and assistance to the Minister of Finance and the government in formulating corporate, sales and commodity tax policy and ensure that tax legislation and regulations effectively express the province's tax policies. Input is also provided into the Ontario Budget and various other major economic/fiscal government documents. In addition, the branch identifies opportunities to improve existing legislation and regulation,


supports the Minister in the legislature during the passage of legislation and provides advice on requests for remission orders and Orders in Council for corporate, sales and commodity taxes.

PENSION AND INCOME SECURITY POLICY BRANCH

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0133
Fax (416)327-0160
8:30 - 5:00 


The **Pension** and Income Security Policy Branch contributes to the formulation of Ontario's overall income security and pension policy. Income security policy includes changes to income security programs such as child benefits, CPP, Ontario ChildCare Supplement for Working Families, Ontario Guaranteed Annual Income System (GAINS) for **seniors**, social assistance, disability compensation and the interaction of income security programs with the tax system. Public sector pension policy involves the financial aspects of issues related to teachers, public service and broader public sector (OMERS, Hydro, HOOPP and CAAT) employment pension plans and changes to Workplace Safety and Insurance Board benefits. The branch is also responsible for the legislative framework of Ontario's pension system and provides policy advice to the Minister regarding reforms and initiatives for the legislation applicable to employer-sponsored pension plans.

PERSONAL INCOME TAXATION AND FISCAL ARRANGEMENTS BRANCH

Frost Bldg S
5th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0230
Fax (416)327-0260
8:30 - 5:30 


The Personal Income Taxation and Fiscal Arrangements Branch provides advice and assistance to the Minister of Finance and the government in formulating personal income tax and employer health tax policy and ensures that tax legislation and regulations effectively express the province's tax policies. In addition, the branch makes recommendations to advance Ontario's interest in areas of federal-provincial finance, including Canada Health and Social Transfer, fiscal equalization and federal-provincial cost-shared programs review. Input is also provided into the Ontario budget and various other major economic/fiscal government documents.

ONTARIO ELECTRICITY RESTRUCTURING SECRETARIAT

Frost Bldg S
5th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)889-4683
8:30 - 5:00 


The Ontario **Electricity** Restructuring Secretariat (OER) is the Ministry of Finance's policy and coordinating arm with respect to the financial aspects of electricity restructuring. The Secretariat supports the government, Ontario Financing Authority (OFA), Ontario Electricity Financial Corporation (OEFC), and SuperBuild; works closely with the Ministry of Energy; and provides a contact point for the hydro successor companies on the financial aspects of electricity restructuring.

PROVINCIAL LOCAL FINANCE SECRETARIAT

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-9210
Fax (416)325-7644
8:30 - 5:00 


The Provincial Local Finance Secretariat is responsible for policy analysis and development, legislation and operational initiatives that support Local Services Realignment and Property Tax reform. The Secretariat also monitors, and proposes options to enhance the fiscal and financial relationship between the Province and municipalities.

PROPERTY TAX POLICY BRANCH

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-7670
8:30 - 5:00 


The **Property Tax** Policy Branch is responsible for the development of policies relating to property assessment and property taxation in Ontario (including municipal taxes, education taxes and provincial land taxes). The branch is also responsible for the design and interpretation of property tax legislation and regulations (including the Assessment Act, the property tax provisions of the Municipal Act and Education Act and the Provincial Land Tax Act).

PROVINCIAL LOCAL FUNDING UNIT

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-9210
Fax (416)314-3853
8:00 - 5:00 


The Provincial Local Funding Unit provides corporate coordination of the Local Service Realignment (LSR) initiative including the Community Reinvestment Fund (CRF). The unit performs financial analysis of the municipal and provincial changes resulting from LSR and provides analysis on initiatives that impact local finance and funding.

STAKEHOLDERS RELATIONS UNIT

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-7670
8:30 - 5:00 


The Stakeholder Relations Unit provides support to municipalities and taxpayers in understanding the **property tax** system and provincial local finance arrangements. The unit also works with key ministries to collaborate and develop an integrated approach on initiatives that impact local finances.

TAX REVENUE DIVISION

Michael Starr
6th Flr, 33 King St W
PO Box 627
Oshawa L1H 8H5
Toll Free 1-800-263-7965
Fax (905)433-6686
8:30 - 5:00 


The Tax Revenue Division administers Ontario's tax statutes, tax credits and benefit programs. The integrity of the province's self-assessing system is sustained by encouraging compliance through taxpayer information services and an independent objections review, while discouraging non-compliance and tax evasion through collection activities, audits and investigations. The 11 branches in the division consist of four statute branches, three functional branches and four regional tax offices. Specific statutes administered by the division are included in branch descriptions.

COLLECTIONS AND COMPLIANCE BRANCH

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6677
Toll Free 1-800-263-7773
Fax (905)433-6266
8:30 - 5:00 

The Collections and Compliance Branch is responsible for the collection of delinquent **taxes** and returns for tax statutes administered by the Ministry of Finance. The branch encourages voluntary compliance by identifying non-registered businesses, contacting businesses to ensure they are registered for tax purposes and educating taxpayers on the requirement to file returns and remittances on time. Progressive collection actions are employed to collect outstanding returns and past due taxes, penalties and interest.

CORPORATIONS TAX BRANCH


4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6500
Fax (905)433-6998
www.trd.fin.gov.on.ca
8:30 - 5:00 

The **Corporations** Tax Branch administers the Corporations Tax Act, which deals with the corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital). The branch also handles consents to revive or surrender charters or to dissolve a corporation voluntarily. Income tax and premium tax on **insurance** companies (based on taxable insurance premiums) is also a branch responsibility. In addition, the Corporations Tax Branch administers the **Mining** Tax Act. Mining taxes are based on profits generated from producing mines in Ontario in accordance with the Act. The branch also administers the payments in lieu (PILs) of taxes under the Electricity Act.

Services offered to the Public:


Corporations Tax

DESK AUDIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6559
8:30 - 5:00 


The Desk **Audit** section processes tax adjustments and performs audits based on submitted information.

FIELD AUDIT OFFICES


Bell Bldg
4th Flr, 55 Athol St
Oshawa L1H 1J8
General Inquiry (905)433-6515
8:30 - 5:00 

The Corporations Tax Branch maintains a Field Audit office in Oshawa.

FIELD AUDIT - OSHAWA


Bell Bldg
4th Flr, 55 Athol St
Oshawa L1H 1J8
General Inquiry (905)433-6515
(416)920-9048 (Toronto)
Toll Free 1-800-262-0784
Fax (905)433-5283
Fax (905)440-4157
8:30 - 5:00 

ACCOUNTING OPERATIONS UNIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6708
(416)920-9048x3036 (Toronto)
Toll Free 1-800-262-0784
Fax (905)433-5197
8:30 - 5:00 


The Accounting Operations Unit resolves queries and issues relating to amounts paid on account, interest charges and penalties assessed or reassessed.

RETURNS PROCESSING CENTRE

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
(905)433-6700 (Paper Returns)
(905)436-4440 (D-File Returns)
Fax (905)433-5287 (D-File Returns)
8:30 - 5:00 


The Returns Processing Centre receives and processes all corporate tax returns filed with the **Corporations Tax Branch**.

SPECIALITY ASSESSMENTS UNIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-5450
Fax (905)433-6137
8:30 - 5:00 


The Speciality **Assessments** Unit reviews and **audits** all tax credits claimed on corporate tax returns.

TAXROLL SERVICES UNIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6666
Fax (905)433-5418
8:30 - 5:00 


The Taxroll Services Unit resolves issues relating to a corporation's liability to file a tax return, legal entity status, corporate registrations, corporate revivals, consents to dissolve and address changes.

QUALITY ASSURANCE UNIT

4th Flr, 33 King St W
Oshawa L1H 8H6
www.trd.fin.gov.on.ca 


The Quality Assurance Unit ensures consistent application of corporations tax legislation and audit policies and procedures. In addition, the unit provides advance rulings under the Ontario Business Research Institute Tax Credit

TAX ADVISORY

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H8
General Inquiry (905)433-6513
Fax (905)433-6747
www.trd.fin.gov.on.ca
8:30 - 5:00 

The Tax Advisory section provides advance rulings and legislative interpretations on the acts administered by the branch.

INCOME TAX RELATED PROGRAMS BRANCH

33 King St W
PO Box 624
Oshawa L1H 8H8
TTY 1-800-263-7776
Toll Free 1-800-263-7965
Toll Free French 1-800-668-5821
Fax (905)436-4471
8:30 - 5:00 


The Income Tax Related Programs (ITRP) Branch administers the Employer Health Tax Act and the following Programs: Guaranteed Annual Income System, Ontario Tax Reduction, **Property**

Tax Credit, Sales Tax Credit, Political Contribution Tax Credit, Ontario Home Ownership Savings Plan, Cooperative Education Tax Credit, Graduate Transitions Tax Credit, Equity in Education Tax Credit, **Child Care Tax Credit, **Workplace** Child Care Tax Credit, Workplace Accessibility Tax Credit, Ontario Child Care Supplement for Working Families, Ontario Opportunities Fund and Community Small Business Investment Fund programs.**

Services offered to the Public:


Co-op Education Tax Credit
Community Small Business Investment Funds
Employee Ownership Labour Sponsored Venture Capital Corporation
Employer Health Tax
Employer Health Tax for Self-Employed Individuals
Equity in Education Tax Credit
Guaranteed Annual Income System
Labour Sponsored Investment Funds
Ontario Child Care Supplement for Working Families Program
Ontario Home Ownership Savings Plan
Ontario Investment and Employee Ownership Program
Ontario Opportunities Fund
Ontario Research Employee Stock Option (ORES0) Credit
Ontario Tax Reduction
Political Contribution Tax Credit
Property and Sales Tax Credits

AUDIT

33 King St W
 PO Box 624
 Oshawa L1H 8H8
 Toll Free 1-800-265-9005
 Toll Free 1-800-263-7466 (BIPS Hotline)
 Fax (905)436-4471
 8:30 - 5:00 


The **Audit** section performs field and desk audits for the Employer Health Tax program and develops audit strategies for the Ontario Tax Credit programs. It also provides LAN and PC support to the branch. Business Investment Plans (BIPS) administers the Community Small Business Investment Funds Act.

CENTRALIZED FINANCE AND ADMINISTRATION

33 King St W
 PO Box 624
 Oshawa L1H 8H5
 General Inquiry (905)436-4571
 Fax (905)440-4088
 8:30 - 5:00 


Centralized Finance and Administration provides centralized budgetary planning, financial and administrative function for the Tax Revenue Division branches - ADM's Office, Collections and Compliance, Corporations Tax, Income Tax Related Programs, Motor Fuels and Tobacco Tax, Special Investigations, Tax Appeals, and Regional Tax Offices - London, Mississauga, North York and Ottawa. It also monitors and controls transfer payments for the GAINS and OCCS programs.

OPERATIONS

33 King St W
PO Box 624
Oshawa L1H 8H8
Toll Free 1-800-263-7965
Toll Free 1-800-263-7466 (OCCS)
Fax (905)433-6668 (GAINS, OHOSP & OCCS)
8:30 - 5:00 


The Income Tax Related Programs Branch's Operations section consists of five units: Guaranteed Annual Income System (GAINS), Ontario Home Ownership Savings Plan (OHOSP), Programs and Services, and the Ontario Child Care Supplement for Working Families program (OCCS). The Programs and Services section provides operational support to Employer Health Tax (EHT) administration and services to the public through the Oshawa Tax Information Centre.

OSHAWA TAX INFORMATION CENTRE

1st Flr, 33 King St W
PO Box 624
Oshawa L1H 8H8
General Inquiry (905)436-4571
Toll Free 1-800-265-9005
Toll Free French 1-800-265-1193
Fax (905)436-4474
8:30 - 5:00 


The Oshawa Tax Information Centre administers both Employer Health Tax and **Retail Sales Tax** compliance services and, in addition, provides information and direction for all programs administered by the Tax Revenue Division. Clients are able to obtain a one-window access to all Ontario tax programs through a common counter.

TAX ADVISORY

33 King St W
Oshawa L1H 8H8
Toll Free 1-800-265-9005
Fax (905)436-4474
8:30 - 5:00 

Tax Advisory section provides legislation, program advisory and communication support for the programs administered by the branch.

MOTOR FUELS AND TOBACCO TAX BRANCH

3rd Flr, 33 King St W
Oshawa L1H 8H9
General Inquiry (905)433-6393
Toll Free 1-800-263-7965
Fax (905)436-4511
8:30 - 5:00 

The Motor **Fuels** and **Tobacco** Tax Branch administers the Gasoline Tax Act (GTA), Fuel Tax Act (FTA), Tobacco Tax Act (TTA), Land Transfer Tax Act, Provincial Land Tax Act, wind-down of the Succession Duty Act, tax on gross receipts in organized areas (**Municipal Act**) and collects Gross Revenue Charge and Payments in Lieu of additional municipal and school taxes pursuant to the Electricity Act. Tobacco, gas and fuel taxes are collected by designated collectors and applicable tax refunds are provided. Land Transfer Tax is payable at Land Registry Offices or on unregistered dispositions at the Ministry of Finance. Land Transfer Tax refunds are provided to first

time home-buyers, up to \$2000, on a newly constructed home purchase. Provincial Land Tax is tax on **property** and gross receipts of telephone and telegraph companies, in unorganized areas.

Services offered to the Public:

Collector Designation - FTA
Collector Designation - GTA
Collector Designation - TTA
Dyer Registration Certificate - FTA
Electricity Act
Exporter's Registration Certificate - FTA
Exporter's Registration Certificate - GTA
Fuel Acquisition Permit - FTA
Fuel Acquisition Permit - Kerosene (FTA)
Fuel Acquisition Permit - Tobacco Curing (FTA)
Fuel Tax
Gasoline Tax
IJT Registration Certificate - GTA
IJT of Middle Distillate Fuel Registration Certificate-FTA
Importer's Registration Certificate - FTA
Importer's Registration Certificate - GTA
International Fuel Tax Agreement (IFTA) Licencing -GTA, FTA
Land Transfer Tax
Ontario Trip Registration Certificate - Single Trip Permit (FTA)
Propane Exemption Certificate - GTA
Provincial Land Tax
Registration Certificate - TTA
Succession Duty
Tobacco Tax
Transit Permit for Bulk Tobacco Products - TTA
Unmarked Cigarette Dealer's Permit - TTA
Wholesale Dealer's Permit (Tobacco) - TTA

RETAIL SALES TAX BRANCH

3rd Flr, 33 King St W
 Oshawa L1H 8H5
 General Inquiry (905)433-6170
 Fax 1-877-482-9329 (Fax on Demand - Tax Fax)
 Fax (905)433-5433 (Director)
www.trd.fin.gov.on.ca
 8:30 - 5:00

The **Retail Sales Tax** Branch administers the Retail Sales Tax Act, the Race Tracks Tax Act and the Debt Retirement Charge Program. Retail Sales Tax (RST) is a consumption tax and is payable on the purchase of taxable goods, taxable services, admission prices and insurance premiums. Vendors are required to collect RST from purchasers at the time of sale and remit it to the ministry. The branch supports four regional tax offices in North York, Mississauga, London and Ottawa, as well as field offices located in Durham, Hamilton, Kitchener, North Bay, Oshawa, Thunder Bay and Windsor. These offices issue Vendor **Permits** and provide a variety of services to taxpayers and their representatives to assist them in understanding and complying with the law. Information is provided through correspondence, field visits, sales tax guides, bulletins, seminars and lectures. Refunds and rebates to various claimants are also verified and processed in accordance with the law.


Services offered to the Public:*Debt Retirement Charge Program**Rebate for Vehicles to Transport a Person with a Permanent Physical Disability**Rebate on Energy-Efficient Electrical Household Appliances**Refunds**Tax for Fuel Conservation**Used Vehicle Information Program**Vehicles Powered by Alternative Fuels, including Hybrid Electric Vehicles*

AUDIT CONTROL AND ANALYSIS

3rd Flr, 33 King St W

Oshawa L1H 8H5

General Inquiry (905)433-6170

8:30 - 5:00 

Audit Control and Analysis is responsible for centralized budgetary planning, gathering audit related data, establishing and monitoring performance benchmarks. Customized and standardized management reports are provided to support regional tax office activities. The unit also leads the development of audit related software, supports technical programs and provides technical guidance on the procurement of hardware for the field audit staff.


DEBT RETIREMENT CHARGE PROGRAM

3rd Flr, 33 King St W

Oshawa L1H 8H5

Toll Free 1-866-728-8804

Fax (905)433-5131

8:30 - 5:00 

The Debt Retirement Charge (DRC) is a charge payable on **electricity** consumed in Ontario. It became effective on May 1, 2002, the opening of the competitive energy market. All revenues collected are directed to the Ontario Electricity Financial Corporation to pay down the residual stranded debt of the former Ontario Hydro.

DURHAM FIELD AUDIT


4th Flr, 55 Athol St

Oshawa L1N 9B2

General Inquiry (905)440-4234

Toll Free 1-800-263-7965

Fax (905)440-4242

8:30 - 5:00 

The Audit Section performs field audits under the Retail Sales Tax Act. It also verifies and processes refunds and rebates to claimants.

RETAIL SALES TAX FIELD OFFICE

DURHAM FIELD OFFICE

2nd Flr, 1600 Champlain Ave

Whitby L1N 9B2

General Inquiry (905)432-3332 (Services)


General Inquiry (905)432-3431 (Refunds)

Toll Free 1-800-668-5810 (Refunds & Services)

Toll Free 1-800-615-2757 (Refunds)

Fax (905)436-4474 (Services)

Fax (905)435-3543 (Refunds)

8:30 - 5:00 

SERVICES AND REVENUE CONTROL


3rd Flr, 33 King St W

Oshawa L1H 8H5

General Inquiry (905)433-6170

Toll Free 1-800-265-2587 (Centralized Programs)

Fax (905)433-5189 (Centralized Programs)

8:30 - 5:00 

The Services and Revenue Control Section sets operational policy direction for retail sales tax services administration and new service initiatives in order to support field office and regional tax office activities. The section also develops business requirements for initiatives with systems impacts and is responsible for ensuring service standards are implemented, monitored and maintained. The Centralized Programs Unit administers both the Used Vehicle Information Program (UVIP) and the Race Track Tax Act, monitors non-resident contractors and investigates other private sales and cross-border purchases.

TAX ADVISORY


3rd Flr, 33 King St W

Oshawa L1H 8H5

General Inquiry (905)433-6170

Toll Free 1-888-285-7815

Fax (905)433-5254

8:30 - 5:00 

The Tax Advisory section is responsible for the application of the legislation contained within the Retail Sales Tax Act and the Race Tracks Tax Act. The section provides written and verbal interpretations, researches and analyses tax issues and conducts technical training. In addition, the section disseminates tax information through sales tax guides, bulletins, the Ministry web site, the TAX FAX service and information seminars, including the joint PST-GST/HST sessions.


SPECIAL INVESTIGATIONS BRANCH

3rd Flr N, 55 Athol St E

Oshawa L1H 8H5

General Inquiry (905)433-6900

Fax (905)436-4493

8:00 - 5:00 

The Special **Investigations** Branch is responsible for the enforcement of 14 statutes administered by the Tax Revenue Division. It investigates cases of tax evasion, **fraudulent** grant and tax credit **claims**, and other serious tax offences. It recommends **prosecution** in cases where sufficient evidence is available to support such action.

TAX APPEALS BRANCH

3rd Flr, 1600 Champlain Ave

Whitby L1N 9B2


Toll Free 1-800-461-2637 (Tax Appeals Branch - Ontario Only)

Toll Free 1-800-263-7965 (Ministry Information Centre - Canada/U.S.)

TTY Toll Free 1-800-263-7776 (Ministry Information Centre - Ontario Only)

Toll Free French 1-800-668-5821 (Ministry Information Centre - Canada/U.S.)

Fax (905)435-2000

8:30 - 5:00 

The Tax **Appeals** Branch processes objections and appeals filed under the following statutes administered by the ministry: the **Corporations** Tax Act, the **Mining** Tax Act, the Fuel Tax Act, the **Gasoline** Tax Act, the **Land** Transfer Tax Act, the **Retail Sales Tax** Act, the **Tobacco** Tax Act, the Ontario Guaranteed Annual **Income** Act, the Race Tracks Tax Act, the Ontario **Home** Ownership Savings Plan Act, the **Electricity** Act, 1998, the Employer **Health** Tax Act, the **Municipal** Act, the Community Small Business **Investment** Funds Act and the Income Tax Act (Ontario). General information and forms may be obtained by calling our Ministry Information Centre.

Services offered to the Public:

Objections and Appeals

TAX OFFICES

33 King St W

Oshawa L1H 8H5 

The Tax Offices deliver Ontario's key tax programs - Corporate Tax, **Retail Sales Tax** and Employer Health Tax, through a "one window" tax office. The Tax Offices provide **audit**, collection, and counter services to taxpayers in their respective areas. All offices are open Monday to Friday, 8:30 a.m. to 5:00 p.m. and are wheelchair accessible.

LONDON REGIONAL TAX OFFICE


Suite 400, 130 Dufferin Ave

London N6A 6G8

General Inquiry (519)433-3901

Toll Free 1-800-265-1540

Fax (519)661-6618

8:30 - 5:00 

KITCHENER DISTRICT TAX OFFICE


9th Flr, 305 King St W

Kitchener N2G 1B9

General Inquiry (519)576-8400

Toll Free 1-800-265-2303

Fax (519)571-6100

8:30 - 5:00 

WINDSOR DISTRICT TAX OFFICE

Unit 103, 215 Eugenie St W


Windsor N8X 2X7

General Inquiry (519)250-0066

Toll Free 1-800-465-4021

Toll Free French 1-800-465-7027

Fax (519)972-2950

8:30 - 5:00 

MISSISSAUGA REGIONAL TAX OFFICE

Suite 200, 77 City Centre Dr

Mississauga L5B 1M5

(905)273-9490 (Employer Health Tax & Retail Sales Tax)


Toll Free 1-800-265-9969 (Employer Health Tax & Retail Sales Tax)

Fax (905)949-3389 (Services)

Fax (905)949-7700 (Audit)

Fax (905)615-5860 (Director)

Fax (905)306-3016 (Collections)

8:30 - 5:00 

HAMILTON DISTRICT OFFICE

Ellen Fairclough Bldg


15th Flr, 119 King St W

Hamilton L8P 4Y7

General Inquiry (905)521-7504

Toll Free 1-800-263-9229

Fax (905)521-7868

8:30 - 5:00 

NORTH YORK REGIONAL TAX OFFICE

2nd Flr, 5 Park Home Ave

North York M2N 6W8

(416)222-6246 (Employer Health Tax - French & English)

(416)222-3226 (Retail Sales Tax - French & English)

Toll Free 1-800-268-8852 (Retail Sales Tax - French & English)

Toll Free 1-888-565-6433 (Employer Health Tax - French & English)

Toll Free 1-888-612-6509 (Collections and Compliance - English)

Fax (416)218-3738 (Services and Collections)

Fax (416)218-3272 (Employer Health Tax)

Fax (416)218-3276 (Director's Office)

8:30 - 5:00 ♿

ETOBICOKE SUB-OFFICE

Bldg A

185 Judson St

Etoibcoke M8Z 1A5

General Inquiry (416)314-5756 ♿

SCARBOROUGH SUB-OFFICE

Suite 415, 1200 Markham Rd

Scarborough M1H 3C3

General Inquiry (416)314-5233 ♿

OTTAWA REGIONAL TAX OFFICE

Suite 300, 1400 Blair Pl

Gloucester K1J 9B8

General Inquiry (613)746-9200

Toll Free 1-800-461-4909

Toll Free French 1-800-461-4909

Fax (613)842-3593

8:30 - 5:00 ♿

NORTH BAY TAX OFFICE

Suite 102, 447 McKeown Ave

North Bay P1B 9S9

General Inquiry (705)474-4900

Fax (705)495-3805

Toll Free Fax 1-800-461-1564

8:30 - 5:00 ♿

SUDBURY TAX OFFICE

Provincial Bldg

Suite 102, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)564-6118

Fax (705)564-4499 ♿

THUNDER BAY DISTRICT OFFICE

1st & 3rd Flr, 130 South Syndicate Ave

Thunder Bay P7E 1C7

General Inquiry (807)625-5840

Toll Free 1-800-465-6699

Fax (807)625-5848

8:30 - 5:00 ♿

AGENCIES, BOARDS AND COMMISSIONS**DEPOSIT INSURANCE CORPORATION OF ONTARIO**

Suite 700, 4711 Yonge St

Toronto M2N 6K8

(416)325-9444 (Bilingual Inquiries)

Toll Free 1-800-268-6653 (Bilingual Inquiries)


Fax (416)325-9722

www.DICO.com

8:45 - 4:30 ♿


The Deposit **Insurance** Corporation of Ontario was established in 1976 by the **Credit Unions** and **Caisses Populaires** Act. Its mission is "to protect depositors" of Ontario credit unions and caisses populaires. DICO is administered by a board of directors appointed by the government, and is accountable to the Provincial Legislature through the Minister of Finance. It provides deposit insurance for individual depositors to a current limit of \$100,000. Under the Credit Unions and Caisses Populaires Act, 1994 S.O., the Corporation's responsibilities include: providing deposit insurance, acting as the stabilization authority for the system, minimizing deposit insurance **claims**, promoting standards of sound business practices, collecting and publishing statistics, providing financial assistance to units under administration, acting as administrator of member institutions.

FINANCIAL SERVICES COMMISSION

17th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)226-7750 (Tribunal)
Fax (416)590-7070
www.fSCO.gov.on.ca
8:00 - 5:00 


The Financial Services Commission of Ontario (FSCO) was created on July 1, 1998, as an arm's length agency of the Ministry of Finance. As an integrated regulator, FSCO regulates **pensions, insurance, loan** and trust companies, **credit unions, caisses populaires**, co-operatives and **mortgage** brokers, into one body. FSCO's mandate is to enhance consumer confidence and public trust in the regulated sectors; and also to make recommendations to the Minister on matters affecting the regulated sectors.

AUTOMOBILE INSURANCE DIVISION

15th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fSCO.gov.on.ca
8:00 - 5:00 


The Automobile Insurance Division regulates most aspects of the automobile insurance industry. The regulatory authority is found in the various sections of the Insurance Act and the Compulsory Automobile Insurance Act and the Motor Vehicle Accident Claims Act. The division's primary private sector client base includes insurance companies and industry associations and claimants for auto insurance benefit. The division is comprised of four sections: Rates and Classifications; Actuarial Services, Automobile Insurance Policy, and the Motor Vehicle Accident Claims Fund.

ACTUARIAL SERVICES

15th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
8:00 - 5:00 


The Actuarial Services Unit is responsible for all actuarial matters involving the approval of **insurance** rates (premiums) for automobile insurance, the review of the actuarial reserves on annual financial statements, the approval of industry **statistics** captured under the Automobile Statistical Plan, the Ontario Statutory Accident Benefits Plan and the Commercial Liability Statistical Plans, as well as providing actuarial support to other branches within the Commission.

AUTOMOBILE INSURANCE POLICY UNIT

15th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7265
www.fscs.gov.on.ca
8:00 - 5:00 


The Automobile **Insurance** Policy Unit monitors and evaluates the operation of the Statutory Accident Benefits Schedule of the Insurance Act, and accident benefits utilization trends in the automobile insurance system in Ontario, through regular consultation with the insurance industry and other branches within the commission. The unit also supports the work of the Minister's Committee on the Designated **Assessment** Centre System in developing a system of centres which provide claimants and insurers with fair, impartial and cost-effective evaluations of claimants' entitlement to accident benefits on a timely basis. The unit is responsible for policy research and policy development pertaining to the regulation of Automobile Insurance in Ontario.

MOTOR VEHICLE ACCIDENT CLAIMS FUND

16th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-1422 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-268-7188 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7076
www.fscs.gov.on.ca
8:00 - 5:00 

The **Motor Vehicle Accident Claims** Fund (MVACF) provides **compensation** to people injured in auto accidents when no automobile **insurance** exists to respond to the claim. In cases of damage to **property**, not otherwise insured against vehicle impact (e.g., hydro and telephone poles or self-insured municipal property), both the owner and **driver** of the uninsured vehicle must be identified. In cases where it is legally permissible, the Fund attempts to recover from the uninsured motorist the monies paid out on their behalf.

RATES AND CLASSIFICATIONS

15th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fscs.gov.on.ca
8:00 - 5:00 

Rates and **Classifications** approves/authorizes automobile **insurance** rates (premiums) and risk classifications of companies underwriting automobile insurance in Ontario. It ensures that insurance companies comply with the Insurance Act with respect to the rates being just and

reasonable, not excessive, so as not to impair the solvency of the company. The risk classification systems must be predictive of risk and distinguish fairly between risks. It reviews changes to Facility Association's Plan of Operation and publication to ensure information is appropriately communicated to insurers and brokers to ensure fairness in how automobile insurance is provided through the insurers of last resort; reviews the automobile insurance underwriting rule of filings of insurance companies to ensure rules are predictive of risk, not subjective, not arbitrary or contrary to public policy. Automobile insurance forms are reviewed to ensure information provided is understandable to the consumer.

CORPORATE POLICY AND PUBLIC AFFAIRS BRANCH, DIRECTOR'S OFFICE

17th Flr, 5160 Yonge St

PO Box 85

North York M2N 6L9

(416)590-7298 (Publications Request Line)

(416)250-7250 (24 Hour Info Line)


TTY (416)590-7108

Toll Free 1-800-668-0128 (24 Hour Info Line)

TTY Toll Free 1-800-387-0584

Fax (416)590-7070

www.fscs.gov.on.ca.

8:00 - 5:00 

The Corporate Policy and Public Affairs Branch consists of three units: Corporate Initiatives, Stakeholder Relations and Public Affairs. The branch's main functions are: corporate policy and research development, stakeholder relations, cross-jurisdictional and cross-sectoral harmonization and coordination projects, media relations, issues coordination, press releases, special events planning, speech writing, publications, industry bulletins, and special projects. The Secretariats of the Canadian Association of Pension Supervisory Authorities (CAPSA) and the Canadian Council of Insurance Regulators (CCIR), as well as the Project Office of the Joint Forum of Financial Market Regulators, are also located within the branch.

CORPORATE SERVICES BRANCH

16th Flr, 5160 Yonge St

PO Box 85

North York M2N 6L9

General Inquiry (416)250-7250 (24 Hour Info Line)

TTY (416)590-7108


Toll Free 1-800-668-0128 (24 Hour Info Line)

TTY Toll Free 1-800-387-0584

Fax (416)590-7272


Fax (416)590-7070

www.fscs.gov.on.ca

8:00 - 5:00 

Corporate Services is responsible for the Commission's administrative, business planning, financial, human resources and information technology services.

LEGAL SERVICES BRANCH


17th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)590-7148
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00 

Legal Services Branch provides the Financial Services Commission with legal opinions and advice, assistance in policy development, staff training and prepares and drafts agreements, regulations and legislation. Legal Services represents the Superintendent in the courts and at various administrative proceedings before the Financial Services Tribunal. The branch provides legal services to the Motor Vehicle Accident Claims Fund in proceedings involving uninsured or unidentified drivers.

Services offered to the Public:


Investigations

LICENSING AND COMPLIANCE DIVISION

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)226-7838
www.fsco.gov.on.ca
8:00 - 5:00 


The **Licensing** and Compliance Division is responsible for licensing of financial institutions and intermediaries doing business in Ontario: **insurance** companies; **credit unions, caisses populaires, loan and trust companies; cooperatives**; life insurance agents; insurance corporate agencies; insurance adjusters and **mortgage** brokers. The division also monitors solvency of financial institutions incorporated in Ontario. The division administers and enforces the Insurance Act, Credit Unions and Caisses Populaires Act, the Co-operatives Corporations Act, the Loan and Trust Corporations Act, and Mortgage Brokers Act. The division is also responsible for compliance audits and reviews such as agent compliance with continuing education requirements; insurance company compliance with market conduct requirements.

OMBUDSMAN/DISPUTE RESOLUTION DIVISION

15th Flr, 5160 Yonge St
North York M2N 6L9
(416)590-7202 (Arbitration Hotline)
(416)250-7250 (Contact Centre)
(416)250-6714 (DR 24 Hour Info Line)
(416)590-7210 (Mediation Hotline)
Toll Free 1-800-668-0128 (24 Hour Info Line - Contact Centre)
Toll Free 1-800-517-2332 (DR 24 Hour Info Line)
Fax (416)590-8462 (Arbitration)
Fax (416)590-7077 (Mediation and Appeals)
www.fsco.gov.on.ca
8:00 - 5:00 


The Ombudsman/Dispute Resolution Division provides complaint handling and dispute resolution services for the Financial Services Commission of Ontario (FSCO). The Division has two branches: Ombudsman Services Branch and Dispute Resolution Services Branch.

DISPUTE RESOLUTION SERVICES BRANCH

14th Flr, 5160 Yonge St
North York M2N 6L9
(416)590-7210 (Mediation Hotline)
(416)590-7202 (Arbitration Hotline)
(416)250-6714 (DR 24 Hour Info Line)
(416)590-7222 (Appeal Hotline)
Toll Free 1-800-517-2332 (DR 24 Hour Info Line)
Fax (416)590-8462 (Arbitration)
Fax (416)590-7077 (Mediation and Appeals)
www.fSCO.gov.on.ca
8:00 - 5:00 

Dispute Resolution Services (DRS) provides **mediation**, **arbitration** and **appeal** services that deal with disputes between **insurance** companies & claimants over entitlement to, or the amount of statutory **accident** benefits under an automobile insurance policy. In Ontario, mediation through FSCO is a mandatory first step for disputes over accident benefits. The mediator will facilitate discussions with the parties to help them resolve their dispute, but will not make a decision for the parties. If mediation is unable to resolve the dispute, the claimant has these options: file for arbitration at FSCO, pursue private arbitration or go to court. An arbitration involves a formal hearing after which the arbitrator issues a written decision. After arbitration, either party may appeal a decision on issues of law to FSCO's Director of Arbitrations. Parties may also apply to have an appeal or arbitration order varied or revoked based on a material change in the insured person's circumstances.

OMBUDSMAN SERVICES BRANCH (INSURANCE OMBUDSMAN)

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-6750 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line - Contact Centre)
TTY Toll Free 1-800-387-0584
Fax (416)590-8480
www.fSCO.gov.on.ca
8:00 - 5:00 

The **Ombudsman** Services Branch provides a range of market conduct activities including inquiries, industry best practices, industry/company standards and investigation of **complaints** about **insurance** companies, agents and adjusters. The Ombudsman Services Branch oversees the insurance Industry First Response System and offers a "single window" for receiving and tracking complaints about all the entities of FSCO (Financial Services Commission of Ontario) regulated sectors.

PENSION DIVISION

4th Flr, 5160 Yonge St

PO Box 85


North York M2N 6L9

(416)226-7778 (Information Tape - CPP, OAS, Public Service Pension Board)

(416)226-7776 (Calls Accepted From Within Canada)

Fax (416)226-7777 (Pension Plans Branch)

www.fsco.gov.on.ca

8:00 - 5:00 

The **Pension** Division is made up of the Office of the Deputy Superintendent, Pensions; the Pension Plans Branch, the Actuarial Consulting Unit and the Pension Policy Unit. The mandate of the Pension Division is to support the Deputy Superintendent of Pensions and the Superintendent and CEO of Financial Services in administering the Pension Benefits Act (the "Act") and the regulations made under the Act (the "Regulations"). The division develops regulatory policies in support of the Act and Regulations, processes applications made under the Act, ensures that registered pension plans comply with the Act and Regulations and takes enforcement action where required.

FINANCIAL HARDSHIP UNLOCKING SECTION

4th Flr, 5160 Yonge St

PO Box 85

North York M2N 6L9

General Inquiry (416)250-7250

(416)226-7889 ("Q" Line)


TTY (416)590-7108

Toll Free 1-800-668-0128x7889

TTY Toll Free 1-800-387-0584

Fax (416)226-7880

www.fsco.gov.on.ca

8:00 - 5:00 

The mandate of the Financial Hardship Unlocking Section is to receive, prepare and process applications concerning an individual's access to locked in **retirement** accounts due to financial hardship for the approval of the Superintendent of Financial Services.

REGISTRAR'S OFFICE/FINANCIAL SERVICES TRIBUNAL

14th Flr, 5160 Yonge St

PO Box 85

North York M2N 6L9

(416)250-7250 (24 Hour Info Line)


TTY (416)590-7108

Toll Free 1-800-668-0128 (24 Hour Info Line)

TTY Toll Free 1-800-387-0584


Fax (416)226-7750

www.fsco.gov.on.ca

8:30 - 4:30 


The Financial Services Tribunal is an independent adjudicative body that hears **appeals** of regulatory decisions, and reviews proposed orders made by the Superintendent of Financial Services, at the request of one of the affected parties. The Tribunal includes a Chair and two Vice-Chairs, who are also Chair and Vice-Chairs of the FSCO Board, plus up to 12 members with expertise in the regulated sectors. The Tribunal members are appointed by the Lieutenant Governor in Council for periods not exceeding three years.

ONTARIO ELECTRICITY FINANCIAL CORPORATION

Suite 1400, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8000
Fax (416)325-8005
www.oefc.on.ca
8:30 - 5:00 


The Ontario **Electricity** Financial Corporation, an agency of the Province of Ontario established under the Electricity Act, 1998, is a statutory, non-share capital corporation and the legal continuation of the former Ontario Hydro. The Ontario Electricity Financial Corporation provides borrowing, risk management, cash management, banking and accounting services as required to manage and retire the outstanding debt, liability and derivative portfolios of the former Ontario Hydro. The Ontario Electricity Financial Corporation relies on a series of dedicated revenue streams generated from the electricity sector to extinguish its obligations, and retains the Ontario Financing Authority, an agency of the Province of Ontario to carry out its daily operations.

ONTARIO FINANCING AUTHORITY

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8000
Fax (416)325-8005
www.ofina.on.ca
8:30 - 5:00 


Established under the Capital **Investment** Plan Act, 1993, the Ontario Financing Authority is an agency of the Province of Ontario: executes all borrowing, investment and financial risk management activities; manages the Provincial debt; advises on financial policies and projects; provides financial and cash management services and advice to the Ontario Electricity Financial Corporation. The agency is comprised of five divisions: Capital Markets, Risk Control, Treasury, Corporate Finance and Retail Markets

CAPITAL MARKETS DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-5890
Fax (416)325-8111
8:00 - 5:00 


The Capital Markets Division, including Investor Relations, is responsible for all capital market activities on behalf of the province. It develops and executes financing strategies; manages the province's financial assets; invests funds for the province and other government entities and determines and carries out debt management strategies.

CAPITAL MARKETS TREASURY DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8083
(416)325-6530 (OFA Accounting & Financial Reporting)
(416)325-9814 (Cash Management)
(416)325-8089 (Banking)
(416)325-1229 (OEFC Accounting & Financial Reporting)
(416)325-6879 (Settlement & Fiscal Agency)
Fax (416)325-8118
8:00 - 5:00 


The Capital Markets Treasury Division is responsible for cash management, banking services and relations with the banking community; settlement and confirmation of capital market transactions and fiscal agency monitoring; accounting for debt and public debt interest; management and financial reporting, and internal controls. It also provides services to Ontario Electricity Financial Corporation.

CORPORATE FINANCE DIVISION

12th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)326-7149
Fax (416)325-9960
8:30 - 5:00 

The Corporate Finance Division is involved with the overall management of provincial credit, specifically with respect to the financing of provincial priorities in the Broader Public Sector. It negotiates and structures financing transactions for specific initiatives and provides advisory services to the province and Crown corporations regarding financing alternatives.

LEGAL BRANCH

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8833
Fax (416)325-8327
8:30 - 5:00 


The Legal Branch is responsible for providing legal advice to the Corporation, technical and clerical support to its Board of Directors.

RETAIL MARKETS

Suite 1400, 14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8361
Fax (416)325-8236
8:30 - 5:00

The Retail Markets group is responsible for the overall management of the retail bond programs including Ontario Savings **Bonds**. It is responsible for overall program and product development, sales, marketing, and management of fiscal and selling agent activity related to retail bonds.

RISK CONTROL DIVISION


14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)326-7149
Fax (416)325-8140
8:00 - 5:00 

The Risk Control Division is responsible for: risk management policies; information relating to risk exposures, market value and performance measurement of capital market transactions and portfolios; monitoring and forecasting public debt interest cost; credit analysis of counter parties; maintaining Ontario's relationship with the credit rating agencies; and all information technology needed to support the Ontario Financing Authority's business.

THE PROVINCE OF ONTARIO SAVINGS OFFICE


As of April 1, 2003, Desjardins Credit Union assumed ownership of the Province of Ontario Savings Office. For any questions regarding the Province of Ontario Savings Office, please call (416) 325-8361.

ONTARIO MUNICIPAL ECONOMIC INFRASTRUCTURE FINANCING AUTHORITY

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry 1-800-263-7965
www.omeifa.on.ca
8:30 - 5:00 


The Ontario Municipal Economic **Infrastructure** Financing Authority ("OMEIFA") is an agency of the Province of Ontario, created under the OMEIFA Act, 2002, reporting to the Minister of Finance through the Chair of the Board of Directors. OMEIFA's mandate is to support municipal investment in vital public infrastructure (water and sewage treatment, roads and bridges, public transit) by lending money to **municipalities** at subsidized rates of interest. It raises money by issuing tax exempt Ontario Opportunity Bonds, emphasizing participation by residents of the benefiting communities. OMEIFA is comprised of two divisions: Community Relations and Communications and Community Finance.

COMMUNITY FINANCE

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry 1-800-263-7965
8:30 - 5:00 


Community Finance is responsible for developing and maintaining effective financial policies and risk management, assessment and mitigation policies. It leads and directs a controllership framework with OMEIFA, ensuring adherence to financial, accounting, banking, legal and administrative policies and procedures. It has primary responsibility for the budgeting and financial reporting activities of OMEIFA.

COMMUNITY RELATIONS AND COMMUNICATIONS

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry 1-800-263-7965
8:30 - 5:00 

Community Relations and Communications is responsible for the **loan** application and loans origination function to support municipal infrastructure projects, the maintenance of productive relationships with municipal leaders, the financial community, and relevant internal Government agencies, and managing the Ontario Opportunity **Bonds** program.


ONTARIO SECURITIES COMMISSION

Suite 1903, 20 Queen St W
PO Box 55
Toronto M5H 3S8
General Inquiry (416)597-0681
Fax (416)593-8241
www.osc.gov.on.ca
8:30 - 5:00 

The Ontario **Securities** Commission maintains a list of reporting issuers and **records** filings of insider trading, proxy solicitation material, financial statements and take-over bids for the benefit

of investors. It processes **prospectus** offerings of securities and applications for exemption, as well as applications for transfer or release of securities from escrow. The commission registers and investigates **consumer complaints** about **stockbrokers**, their salespersons and **investment advisers**; and commodity futures dealers, their salespersons and advisers. It also investigates complaints about actions by companies affecting the value of securities and answers general questions about commodity futures trading.

ONTARIO SUPERBUILD CORPORATION

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-0424
Fax (416)325-8851
www.superbuild.gov.on.ca
8:30 - 5:00 


The Ontario **SuperBuild** Corporation, an agency of the Ministry of Finance, is responsible for developing the government's annual capital plan. SuperBuild provides advice to the Minister of Finance and the Cabinet Committee on Privatization and SuperBuild on all aspects of **infrastructure investment** policy and on public-private partnerships. SuperBuild also undertakes reviews of government businesses and assets at request of the Cabinet Committee.

ACTS


Assessment Act
Capital Investment Plan Act, 1993
Child Care Supplement Information Collection Act, 1998
Commodity Futures Act
Community Small Business Investment Funds Act
Compulsory Automobile Insurance Act
Cooperative Corporations Act
Corporations Tax Act
Credit Unions and Caisses Populaires Act, 1994
Electricity Act, 1998
Employer Health Tax Act
Fair Municipal Finance Act No. 1, 1997
Fair Municipal Finance Act No. 2, 1997
Financial Administration Act
Financial Services Commission of Ontario Act, 1997
Fuel Tax Act
Gasoline Tax Act
Income Tax Act
Insurance Act
Insurance Statute Law Amendment Act, 1993
Land Transfer Tax Act
Loan and Trust Corporations Act
Marine Insurance Act
Mining Tax Act
Ministry of Revenue Act
Ministry of Treasury and Economics Act
Mortgage Brokers Act
Motor Vehicle Accident Claims Act
Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed)
Ontario Guaranteed Annual Income Act
Ontario Home Ownership Savings Plan Act

Ontario Loan Act, 1998
Ontario Property Assessment Corporation Act, 1997
Pension Benefits Act
Prepaid Hospital and Medical Services Act
Province of Ontario Savings Office Act
Provincial Land Tax Act
Race Tracks Act
Registered Insurance Brokers Act
Retail Sales Tax Act
Securities Act
Small Business Development Corporations Act
Small Business and Charities Protection Act, 1998
Social Contract Act, 1993
Statistics Act
Succession Duty Act
Tobacco Tax Act
Toronto Futures Exchange Act, 1983
Toronto Stock Exchange Act
Treasury Board Act, 1991
Unclaimed Intangible Property Act (unproclaimed)

MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4949
Fax (416)325-4980
www.ofa.gov.on.ca
8:30 - 5:30 

OFFICE OF FRANCOPHONE AFFAIRS

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4949
TTY (416)325-0017
Toll Free 1-800-268-7507
Fax (416)325-4980
www.ofa.gov.on.ca
8:30 - 4:45 

The Office of **Francophone** Affairs (OFA) is a central agency that serves as the Ontario Government's main source of expertise on matters relating to francophone affairs and **French** language services. The Office provides information on the province's French-speaking population to other levels of government and members of the public. The office's vision is to ensure that francophones have access to provincial government services in French and that they participate in the social, economic, cultural and political life of the province, while maintaining their cultural and linguistic heritage. The office's mission is to coordinate the government-wide delivery of French language services in the 23 areas designated under the French Language Services Act. French Web site address is www.oaf.gouv.on.ca

Services offered to the Public:

Production of public material in French.

ACTS

French Language Services Act

MINISTRY OF HEALTH AND LONG-TERM CARE

Hepburn Block


10th Flr, 80 Grosvenor St

Toronto M7A 2C4

General Inquiry (416)327-4327

TTY 1-800-387-5559

Toll Free 1-800-268-1153

www.gov.on.ca/health 

Ministry of Health and Long-Term Care is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefits, assistive devices, care for the mentally ill, long-term care, home care services, community and public health, health promotion and disease prevention. It also regulates hospitals, nursing homes, long-term care facilities; operates psychiatric hospitals and medical laboratories; and coordinates emergency health services.


DEPUTY MINISTER'S OFFICE

CHIEF MEDICAL OFFICER OF HEALTH

8th Flr, 5700 Yonge St

Toronto M2M 4K5

General Inquiry (416)327-7392

Fax (416)327-7438 

The Chief Medical Officer of Health (CMOH) monitors the organization and delivery of public health programs and services provided by the 37 local boards of health, and when directed by the Minister, will act to protect health and ensure the provision of necessary public health programs and services. The CMOH provides advice across government on the management of public health issues, including population health strategies, health promotion, disease prevention, and health protection and wellness promotional activities.

COMMUNICATIONS AND INFORMATION BRANCH

Hepburn Block

10th Flr, 80 Grosvenor St


Toronto M7A 1S3

General Inquiry (416)327-4343

TTY 1-800-387-5559

Fax (416)327-8791

www.gov.on.ca/health

8:30 - 5:00 

The Communications and Information Branch supports the programs and policies of the ministry through the development of strategic communications plans; production of a variety of information including speeches, statements and news releases; issues management; and media liaison.

INFOLine, a multilingual call centre, provides information on the programs, services and activities of the ministry; and Client Services responds to in-person and written requests for information.

CLIENT SERVICES


Macdonald Block

1st Flr Rm M1-57, 900 Bay St

Toronto M7A 1N3

General Inquiry (416)327-4327

Fax (416)325-7136

8:30 - 5:00 

INFOLINE

Macdonald Block

Rm M1-B114, 900 Bay St


Toronto M7A 1N3

General Inquiry (416)327-4327


TTY 1-800-387-5559

Toll Free 1-800-268-1154

Fax (416)314-8721


8:30 - 5:00 

LEGAL SERVICES BRANCH

8th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)327-8606
Fax (416)327-8559
(613)548-6305 (Kingston Counsel)
Fax (613)548-6650 (Kingston Counsel)
Fax (416)327-8605
8:30 - 5:00 


Legal Services Branch provides legal advice and services to the ministry. Such services include providing legal advice and opinions; preparation of the ministry's legislation including regulations; representing the ministry in proceedings of courts, tribunals, coroners' inquests and public inquiries; preparing agreements relating to the provision of health services and participating in or advising the ministry's and government's various committees and task forces.

MEDICAL ADVISORY SECRETARIAT

8th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-1092
Fax (416)325-2364
9:00 - 5:00 


The mandate of the Medical Advisory Secretariat is to advise the Deputy Minister of Health and Long -Term Care and other Ministry Senior Management, operational divisions and government agencies on the delivery of medical services, particularly cancer services and new health technologies. A Health Technology Evaluation and Assessment program has been established in the Secretariat to ensure a coordinated approach to policy decision-making regarding the introduction of new health technologies and the retirement of obsolescent technologies. This is achieved by fostering collaboration among relevant program areas, consulting with external stakeholders, conducting technology assessments and leading field research on technologies for which there is insufficient evidence of effectiveness. The Secretariat coordinates its activities with other jurisdictions to ensure consistency with the National Agenda for technology assessment.

NURSING SECRETARIAT

12th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)327-9689
Fax (416)327-1878
9:00 - 5:00 


The mandate of the Nursing Secretariat is to advise the Minister of Health and Long-Term Care and senior management, operational divisions and other ministries and governmental agencies on health and relevant public policy from a nursing perspective; foster collaboration among ministry divisions, branches and programs, other ministries and governments and nursing stakeholders to address nursing issues; support the implementation, and long-term strategies to strengthen the nursing profession in Ontario.

ACUTE SERVICES DIVISION

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-2414
Fax (416)212-1859 


The Acute Services Division is responsible for activities relating to Emergency Health Services and Hospitals. It also shares responsibility with the Community Health Division for the following areas/branches: Regional Offices, Finance and Information Management, French Language Services, and the Planning, Accountability and Evaluation Unit.

EXECUTIVE DIRECTOR

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9747
Fax (416)314-6207 

There are two Executive Director's Offices. Each Director is responsible for different divisional programs.

EMERGENCY HEALTH SERVICES BRANCH

6th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7900
Toll Free 1-800-461-6431
Fax (416)327-7911
8:30 - 5:00 

Emergency Health Services Branch is the strategic manager of the land and air **ambulance** system. It is responsible for ensuring the existence throughout Ontario of a balanced, seamless and integrated system of ambulance services and communications services used in dispatching ambulances. The branch establishes standards for the provision of ambulance services. It also investigates complaints respecting ambulance services.


Services offered to the Public:

Ambulance Services


EMERGENCY HEALTH SERVICES PROVINCIAL FIELD OFFICES

The telephone numbers listed in the field offices should not be used to request an ambulance. Emergency ambulance services should be requested via the emergency phone number listed in local telephone directories. All are wheelchair accessible.


EASTERN EMERGENCY HEALTH SERVICES FIELD OFFICE

79 Spring St
PO Box 790
Almonte K0A 1A0
General Inquiry (613)256-3070
Fax (613)256-4318
8:30 - 5:00 


GTA EMERGENCY HEALTH SERVICES FIELD OFFICE

6th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7832
Fax (416)327-7802
8:30 - 5:00 


NORTH EAST EMERGENCY HEALTH SERVICES FIELD OFFICE

Suite 101, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4336
Toll Free 1-800-277-9937
Fax (705)564-4484
8:30 - 5:00 

NORTH WEST EMERGENCY HEALTH SERVICES FIELD OFFICE

Suite 112, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1290
Fax (807)475-1228
8:30 - 5:00 

SOUTH WEST EMERGENCY HEALTH SERVICES FIELD OFFICE


11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7474
Fax (905)521-7469
8:30 - 5:00 

FINANCE AND INFORMATION MANAGEMENT BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-6026
Fax (416)326-9734


The role of the Finance and Information Management Branch for long-term care facilities and agencies, hospitals and mental health services includes the following: providing strategic financial advice and leadership to the division - ensuring financial controllership, analysis and reporting, funding formula management and divisional business planning; developing funding allocations to support provincial health systems plans based on funding formula methodology - ensuring that a comprehensive information management strategy is developed for the division; ongoing development and management of the province's hospital operating plan process.

DIVISIONAL DECISION SUPPORT UNIT

4th Flr, 5700 Yonge St
Toronto M4M 4K5
General Inquiry (416)327-8273
Fax (416)327-4697 


The role of the Divisional Decision Support Unit is to provide coordination of strategic MOHLTC business initiatives; prepare and coordinate policy and cabinet documents; strategic planning (e.g. with respect to health care funding methodologies); deal with issues and briefings and other high profile requests; interaction with external parties and coordination of communication activities with corporate and regional teams.

DIVISIONAL FINANCE

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8650
Fax (416)326-9734 


The role of Divisional Finance is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively and efficiently.

DIVISIONAL FINANCE - HOSPITALS

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9779
Fax (416)326-9734 


The role of the Divisional Finance - Hospitals is to provide financial support to the Health Care Programs Division, with respect to hospitals, as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively relating to the operation of hospitals.

DIVISIONAL FINANCE - LONG-TERM CARE

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-5069
Fax (416)326-9734 


The role of Divisional Finance - Long-Term Care is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively and efficiently relating to the operation of long-term care facilities and community agencies.

DIVISIONAL FINANCE - MENTAL HEALTH

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7600
Fax (416)327-7281 


The role of Divisional Finance - Mental Health is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively and efficiently relating to the operation of community based mental health agencies, supportive housing providers, provincial psychiatric hospitals and specialty hospitals.

INFORMATION MANAGEMENT UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8272
Fax (416)327-8951 


The Information Management Unit (IMU) is composed of three groups: Data Management Unit, Information Analysis and Reporting, and Planning and Implementation.

DATA MANAGEMENT UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8272
Fax (416)327-8951 


The role of the Data Management Unit is to focus on data collection and processing; data quality and integrity; organization and storage of data and development of database applications.

INFORMATION ANALYSIS AND REPORTING UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8272
Fax (416)327-8951 


The role of the Information Analysis and Reporting Unit is to provide access to reports; ad hoc queries and information requests; maintain data request tracking system; process and monitor FOI issues and research agreements and development of comparative reports, standard reports, business indicators.

INFORMATION PLANNING AND IMPLEMENTATION UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8272
Fax (416)327-8951 


The role of Information Planning and Implementation Unit is to provide primary functions which includes interaction and consultation with external stakeholders; business systems risk and impact analysis for new projects; research into marketing opportunities for new products.

ONTARIO CASE COSTING METHODOLOGY UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5925
Fax (416)327-8951 


Ontario Case Costing Methodology Unit is responsible for the collection of encounter level case costing data that is integral to the hospital funding methodologies. The data is also used in the development of Canadian based resource intensity weights (RIW's) by the Canadian Institute of Health Information (CIHI) in their CMG methodology. In addition, the unit is responsible for the maintenance and improvement on the Ontario Case Costing Methodology and Case Costing database.

FRENCH LANGUAGE HEALTH SERVICES

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8975
Fax (416)327-8980
www.gov.on.ca/health/english/program/flhs/flhs_mn.html
8:30 - 5:00 

The French Language Health Services office supports and facilitates the delivery of French language health services and compliance with the French Language Services Act in the Ministry of Health and Long-Term Care and in Ontario's health care system.


HOSPITALS BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9564
Fax (416)212-2869
8:00 - 5:00 

The Hospitals Branch provides a provincial coordinating role on issues that impact beyond a single region relating to hospitals (i.e. Cancer Services, Emergency Services, operational review, priority


programs) and develops operational policy impacting on hospitals for the ministry. It supports both the corporate offices and the regional offices to ensure both are kept apprised of significant issues, directions and/or undertakings. Priority Programs Unit manages programs identified as requiring provincial planning, funding and monitoring. These include: Ontario Joint Replacement Registry, Hip and Knee Joint Replacements, Cleft Lip and Palate, Provincial Regional Genetics, Visudyne, Cardiac Rehabilitation, Organ & Tissue Transplant and Donation Action Plan, Acquired Brain Injury, Cochlear Implants, Haemophiliac Ambulatory Clinics, Regional Geriatrics, Sexual Assault Treatment Centres, End Stage Renal Disease, Stroke Strategy, Cardiovascular Services, Diagnostic Imaging and Trauma.

ISSUES AND ADMINISTRATION UNIT

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-2414
Fax (416)326-1218 

The Issues and Administration Unit creates, maintains and distributes information to ministry personnel and the public as it pertains to the programs, manuals, forms or Freedom of Information requests of the Acute Services and Community Health Divisions. The unit also handles divisional human resources, accommodations, issue notes, invitations and correspondence for the divisions.

PLANNING, ACCOUNTABILITY AND EVALUATION UNIT

North American Life Ctr
5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-1433
Fax (416)327-7364
8:30 - 5:00 

The Planning, Accountability and Evaluation Unit is responsible for strategic planning, evaluating and reporting on performance, accountability, and effectiveness of the Acute Services Division and Community Health Division as well as specific programs within the two divisions, including DHCs, hospitals, MH, and LTC. In conjunction with regional, corporate offices, the unit will develop province-wide measurement frameworks to support decision-making within the division; support the development of provincial accountability frameworks between the ministry and health care programs; support the review and analysis of existing health care programs, services, policies and standards to improve program effectiveness; and provide consultation in evaluation and quality concepts to promote the use of effective evaluation practices. The unit is the corporate link for District Health Councils.

REGIONAL OFFICES

These areas share joint responsibility with the Community Health Division.

CENTRAL EAST (NEWMARKET) REGION
3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)895-0155
Fax (905)895-9911

CENTRAL SOUTH (HAMILTON) REGION
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8385
Fax (905)546-8255

CENTRAL WEST (MISSISSAUGA) REGION
Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)897-4610
Toll Free 1-866-716-4446
Fax (905)275-2740

EAST REGION

8th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)569-5602

Fax (613)569-9670

KINGSTON

1st Flr, 23 Beechgrove Lane

Kingston K7M 9A6

General Inquiry (613)536-7230

Fax (613)536-7231

OTTAWA-CARLETON

Suite 31, 47 Clarence St

Ottawa K1N 9K1

General Inquiry (613)241-4263

Fax (613)239-1535

NORTH REGION

4th Flr Suite 406, 159 Cedar St

Sudbury P3E 6A5

General Inquiry (705)564-7280

Fax (705)564-7493

SOUTHWEST (LONDON, THAMES VALLEY, MIDDLESEX, LAMBTON) REGION

Suite 201, 231 Dundas St

London N6A 1H1

General Inquiry (519)675-7680

Toll Free 1-800-663-3775

Fax (519)675-7685

TORONTO REGION

8th Flr, 55 St Clair Ave W

Toronto M4V 2Y7

General Inquiry (416)327-8952

Toll Free 1-800-595-9394

Fax (416)327-4486


COMMUNITY HEALTH DIVISION

Hepburn Block

5th Flr, 80 Grosvenor St

Toronto M7A 1R3

General Inquiry (416)327-2414

Fax (416)314-5914 

The Community Health Division is responsible for activities relating to Community Health, Community Care Access Centres (CCAC), Long-Term Care Facilities, Mental Health and Addictions and the Psychiatric Patient Advocacy Office. It also shares responsibility with the Acute Services Division for the following areas/branches: Regional Offices, Finance and Information Management, French Language Services, and the Planning, Accountability and Evaluation Unit.


EXECUTIVE DIRECTOR

Hepburn Block

5th Flr, 80 Grosvenor St

Toronto M7A 1R3

General Inquiry (416)327-4531

Fax (416)326-7588 

There are two Executive Director's offices. Each Director is responsible for different divisional programs.

COMMUNITY CARE ACCESS CENTRES (CCAC) BRANCH


Hepburn Block

5th Flr, 80 Grosvenor St

Toronto M7A 1R3

General Inquiry (416)326-3375

Fax (416)314-6207

8:30 - 5:00 


The Community Care Access Centres (CCAC) Branch develops operational policy based on direction from the government and in consultation with stakeholder groups for home care,

community support services and Children's Treatment Centres and assists regional offices in appropriate and consistent policy implementation across Ontario.

Services offered to the Public:


Long Term Care Operational

AIDS BUREAU

4th Flr, 5700 Yonge St
Toronto M2M 4K5
(416)327-8797 (AIDS Bureau Administration)
(416)392-2437 (AIDS Hotline Toronto Local)
Toll Free 1-800-668-2437 (AIDS Hotline)
Toll Free 1-800-268-6066 (AIDS Bureau Administration)
Toll Free French 1-800-267-7432 (AIDS Hotline)
Fax (416)327-9388
8:30 - 5:00 


The **AIDS Bureau** provides **funding** to community-based groups; monitors the anonymous **HIV testing** program; provides the secretariat for the Ontario Advisory Committee on HIV/AIDS; provides funding to the Ontario HIV Treatment Network; and liaises with other branches within the Ministry of Health and Long-Term Care on HIV/AIDS issues.

COMMUNITY HEALTH CENTRE PROGRAM (CHC)

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
8:30 - 5:00 

The **Community Health Centre Program** funds 55 CHCs offering services in 28 Ontario communities. CHCs are organizations that offer a range of integrated primary care and health promotion programs with an emphasis on one or more priority groups. A priority group is one that has difficulty gaining access to an appropriate range of primary health services, has a higher burden of ill health or a higher risk of developing health problems. A community health centre's multidisciplinary team may include physicians, nurse practitioners, nurses, health promoters, counsellors, community health workers, nutritionists and chiropodists. All staff, including physicians, are paid by salary. Each community health centre is governed by a community-elected board of directors.

DIABETES PROGRAM


4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
8:30 - 5:00 

The objective of the **Diabetes Program** is to improve access to evidence-based diabetes education services for people living with diabetes in Ontario. The long term goal of the initiative is to significantly reduce the major complications (e.g. dialysis, **blindness**, amputation) resulting from diabetes. The Diabetes Program funds organizations across the province to meet this objective.

Services offered to the Public:


Community Health Centre Program

ONTARIO MIDWIFERY PROGRAM

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5489
Fax (416)327-7550
8:30 - 5:00 


The Ontario **Midwifery** Program funds the delivery of midwifery services through local transfer payment agencies like community health centres and hospitals. The goal of the Ontario Midwifery Program is to improve maternal and child health outcomes and provide choice in maternity care through a managed community-based program. The fundamental features of the Ontario model of midwifery care are continuity of care, informed choice and choice of birth place.

FRENCH LANGUAGE SERVICES

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8975
8:30 - 5:00 


The French Language Services office supports and facilitates the delivery of French language health services and compliance with the French Language Services Act in the Ministry of Health and Long-Term Care and in Ontario's health care system.

ISSUES AND ADMINISTRATION UNIT

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
Fax (416)326-1218 


The Issues and Administration Unit creates, maintains and distributes information to ministry personnel and the public as it pertains to the programs, manuals, forms or Freedom of Information requests of the Acute Services and Community Health Divisions. The unit also handles divisional human resources, accommodations, issue notes, invitations and correspondence for the divisions.

LONG-TERM CARE FACILITIES BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-4021 (Enforcement and Compliance Coordinator)
General Inquiry (416)326-9753
Fax (416)326-0018 


Long-term care facilities provide care for approximately 65,000 residents. The Long-Term Care Facilities Branch funds, monitors and develops policies, program standards and guidelines for approximately 600 long-term care facilities regulated by the province (**nursing homes**, municipal homes for the aged, and charitable homes for the aged). The branch also takes corrective action where necessary to ensure compliance with legislation, regulations, Ministry standards and policies. The branch's Facility Support Unit processes nursing home license and pre-sale applications and issues licenses for nursing homes which meet the requirements of the Nursing Home Act. The unit also conducts the annual Levels of Care Classification of long-term care residents in all long-term care facilities in the province.

MENTAL HEALTH AND ADDICTIONS

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-3253
Fax (416)327-0854 (Financial/Business Analyst)
Fax (416)327-7481 (Director & Administrative Assistant)
8:30 - 5:00 


The Mental Health and Addictions branch provides corporate management of the mental health and addictions and supportive housing programs. This branch acts as a corporate contact for provincially mandated service providers, consumers, family organizations, etc; supports regional offices on mental health, addictions and housing issues and ensures that regional concerns/pressures are reflected in provincial initiatives; ensures service consistency and coordination between regions, and with other Divisions and Ministries.

ADDICTIONS PROGRAMS

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8856
Fax (416)327-0854
8:30 - 5:00 


Addictions Programs has a mandate to reduce the harm of substance abuse, problem gambling and other addictive behaviours.

PROBLEM GAMBLING UNIT

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8856
Fax (416)327-0854
8:30 - 5:00 


The Problem **Gambling** Unit leads the Comprehensive Strategy for the Treatment, Prevention and Research of Problem Gambling. This includes responsibility for the training of problem gambling clinicians, the development of prevention and public awareness initiatives, and supporting the Ontario Problem Gambling Research Centre in conducting relevant and useful problem gambling and gaming research.

SUBSTANCE ABUSE UNIT

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8856
Fax (416)327-0854
8:30 - 5:00 


The Substance Abuse Unit acts as a corporate addictions contact for provincially mandated service providers, consumers, family organizations, etc; supports regional offices on addiction issues and ensures that regional concerns/pressures are reflected in provincial initiatives; ensures service consistency and coordination between regions. The unit also manages the provincial **Drug and Alcohol** Treatment Information System (DATIS) and the Drug and Alcohol Registry of Treatment (DART).

MENTAL HEALTH PROGRAM

Macdonald Block
2nd Flr Rm M2-61, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-5920
Fax (416)327-7481 (5th Flr - Hepburn Block)
Fax (416)327-0928 (2nd Flr - Macdonald Block)
8:30 - 5:00 


The Mental Health Program acts as a corporate mental health contact for provincially mandated service providers, consumers, family organizations, etc; supports regional offices on mental health issues and ensures that regional concerns/pressures are reflected in provincial initiatives; ensures service consistency and coordination between regions.

SUPPORTIVE HOUSING PROGRAM

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8836
Fax (416)327-7281
8:30 - 5:00 

The Supportive **Housing** Program provides program support, project management, issue management and inter-ministerial and inter-divisional liaison related to supportive housing. The program has the key project lead role in supportive housing initiatives including the provincial and federal housing portfolio administration, and the MOHLTC Homelessness initiative. The program has the lead support role for the Assertive Community Treatment Teams across the province in supporting their consistent implementation according to standards, monitoring and evaluation.

PLANNING, ACCOUNTABILITY AND EVALUATION UNIT

Mezzanine Level
5700 Yonge St
Toronto M2M 4K5
8:30 - 5:00 

The Planning, Accountability and Evaluation Unit is responsible for strategic planning, evaluating and reporting on performance, accountability, and effectiveness of the Acute Services Division and Community Health Division as well as specific programs within the two divisions, including DHCs, hospitals, MH, and LTC. In conjunction with regional, corporate offices, the unit will develop province-wide measurement frameworks to support decision-making within the division; support the development of provincial accountability frameworks between the ministry and health care programs; support the review and analysis of existing health care programs, services, policies and standards to improve program effectiveness; and provide consultation in evaluation and quality concepts to promote the use of effective evaluation practices. The unit is the corporate link for District Health Councils.

PSYCHIATRIC PATIENT ADVOCACY OFFICE (PPAO)

8th Flr Suite 802, 55 St Clair Ave W

PO Box 28


Toronto M4V 2Y7

General Inquiry (416)327-7000

Toll Free 1-800-578-2343

Fax (416)327-7008

www.ppao.gov.on.ca

8:00 - 5:00 

The **Psychiatric** Patient Advocacy Office (PPAO) provides advocacy and rights advice to inpatients in current and former provincial psychiatric **hospitals**. The PPAO also provides rights advice services in Schedule 1 Facilities and in the community to persons who are subject to community treatment orders and their substitute decision makers, if any.

BROCKVILLE


1804 Hwy 2 E

PO Box 1050

Brockville K6V 5W7

General Inquiry (613)345-3657

Fax (613)345-4352

8:30 - 4:30 **HAMILTON**


Rm F136A, 100 5th St W

PO Box 585

Hamilton L8N 3K7

General Inquiry (905)388-2454

Fax (905)381-5622


8:30 - 4:30 **KINGSTON**

Rm 1005E, 752 King St W

Kingston K7L 4X3

General Inquiry (613)548-5575

Fax (613)540-6107


8:30 - 4:30 **LONDON**

Rm B111, 850 Highbury Ave

London N6A 4H1

General Inquiry (519)455-5676

Fax (519)679-7022

8:30 - 4:30 **NORTH BAY**


Rm 35, Hwy 11 N

PO Box 3010

North Bay P1B 8L1

General Inquiry (705)474-1377

Fax (705)495-7889


8:30 - 4:30 **PENETANGUISHENE**

Rm 318, 500 Church St

Penetanguishene L9M 1G3

General Inquiry (705)549-3663

Fax (705)549-3172

8:30 - 4:30 **ST THOMAS**


Rm J178, 467 Sunset Dr

PO Box 2004

St Thomas N5P 3V9

General Inquiry (519)631-1427

Fax (519)631-8216


8:30 - 4:30 **THUNDER BAY**

Rm Ba207b, 580 Algoma St N

Ward 2 S

Thunder Bay P7B 5G4

General Inquiry (807)343-4309


Fax (807)343-4374 **TORONTO**

Rm 167, 1001 Queen St W

Toronto M6J 1H4

General Inquiry (416)535-3959

Fax (416)535-3428


8:15 - 4:15 **WHITBY**

Rm 7-2035, 700 Gordon St

Whitby L1N 5S9

General Inquiry (905)430-4047


Fax (905)430-4044

8:30 - 4:30 


REGIONAL OFFICES

The Regional Offices were set up as part of the government's commitment to deliver health services to the public and stakeholders in the various communities across the province. Services to the communities are now delivered more quickly and efficiently. With the formation of the regional offices, the public and various stakeholders are now in more direct contact with their ministry counterparts. This allows for better contact and problem solving.


CENTRAL EAST (NEWMARKET) REGION

3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
 General Inquiry (905)954-4700
 Toll Free 1-800-486-4935
 Fax (905)954-4702
 Fax (905)954-4701 


HOSPITAL SERVICES

3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
 General Inquiry (905)954-4700
 Toll Free 1-800-486-4935
 Fax (905)954-4702 


LONG-TERM CARE SERVICES

3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
 General Inquiry (905)954-4700
 Toll Free 1-800-486-4935
 Fax (905)954-4702 


MENTAL HEALTH SERVICES

3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
 General Inquiry (905)954-4700
 Toll Free 1-800-486-4935
 Fax (905)954-4702 


MENTAL HEALTH CENTRE PENETANGUISHENE

500 Church St
Penetanguishene L9M 1G3
 General Inquiry (705)549-3181
 Fax (705)549-3446 


WHITBY MENTAL HEALTH CENTRE

700 Gordon St
Whitby L1N 5S9
 General Inquiry (905)668-5881
 Fax (905)430-4032 


PETERBOROUGH SATELLITE OFFICE

Robinson Pl South Tower
 2nd Flr, 300 Water St
Peterborough K9J 8M5
 General Inquiry (705)755-4500
 Toll Free 1-800-567-1045
 Fax (705)755-4514 


CENTRAL SOUTH (HAMILTON) REGION

Ellen Fairclough Bldg
 11th Flr, 119 King St W
Hamilton L8P 4Y7
 General Inquiry (905)546-8294
 Toll Free 1-800-461-7137
 Fax (905)546-8255
 8:30 - 5:00 


HAMILTON-WENTWORTH

Ellen Fairclough Bldg
 11th Flr, 119 King St W
Hamilton L8P 4Y7
 General Inquiry (905)546-8240
 8:30 - 5:00 


NIAGARA, BRANT, HALDIMAND- NORFOLK

Ellen Fairclough Bldg
 11th Flr, 119 King St W
Hamilton L8P 4Y7
 General Inquiry (905)546-8233
 8:30 - 5:00 


CENTRAL WEST (MISSISSAUGA) REGION

Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
 General Inquiry (905)897-4610
 Toll Free 1-866-716-4446
 Fax (905)275-2740 

HALTON/PEEL

Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
 General Inquiry (905)897-4610
 Toll Free 1-866-716-4446
 Fax (905)275-2740 

WATERLOO, WELLINGTON/DUFFERIN

Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
 General Inquiry (905)897-4610
 Toll Free 1-866-716-4446
 Fax (905)275-2740 

EAST REGION

8th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)569-5602

Toll Free 1-877-779-5559

Fax (613)569-9670

8:30 - 5:00 ♿

**CHAMPLAIN MENTAL HEALTH
IMPLEMENTATION TASK FORCE**

8th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)569-5602

Toll Free 1-877-779-5559

Fax (613)569-9670

8:30 - 5:00 ♿

**SOUTHEASTERN ONTARIO MENTAL
HEALTH IMPLEMENTATION TASK
FORCE**

1st Flr, 23 Beechgrove Lane

Kingston K7M 9A6

General Inquiry (613)536-7230

Toll Free 1-800-667-1062

Fax (613)536-7231

8:30 - 5:00

**EAST, REGION, OTTAWA SATELLITE
OFFICE**

47 Clarence Ave

Ottawa K1N 9K1

General Inquiry (613)241-4263

Toll Free 1-800-267-8588

Fax (613)241-9312

8:30 - 5:00

EAST REGION

8th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)569-5602

Toll Free 1-877-779-5559

Fax (613)569-9670

8:30 - 5:00 ♿

**EAST REGION, KINGSTON SATELLITE
OFFICE**

1st Flr, 23 Beechgrove Lane

Kingston K7M 9A6

General Inquiry (613)536-7230

Toll Free 1-800-667-1062

Fax (613)536-7231

8:30 - 5:00 ♿

EAST REGION, OTTAWA TEAM

Suite 310, 47 Clarence St

Ottawa K1N 9K1

General Inquiry (613)241-4263

Toll Free 1-800-267-8588

Fax (613)241-9312

8:15 - 5:00 ♿

NORTH REGION

Suite 406, 159 Cedar St

Sudbury P3E 6A5

General Inquiry (705)564-3130

Fax (705)564-7493

8:30 - 5:00 ♿

**MENTAL HEALTH IMPLEMENTATION
TASK FORCE - NORTH EAST**

c/o Northern Shores District Health Council
25 Church St

Parry Sound P2A 1Y2

General Inquiry (705)746-2123

Fax (705)746-8156

**MENTAL HEALTH IMPLEMENTATION
TASK FORCE - NORTH WEST**

Suite 403, 189 Red River Rd

Thunder Bay P7B 1A2

General Inquiry (807)343-7641

Fax (807)343-7567

NORTH EAST, SUDBURY

Suite 506, 159 Cedar St

Sudbury P3E 6A5

General Inquiry (705)564-3130

Toll Free 1-800-663-6965

Fax (705)564-3133

8:30 - 5:00 ♿

NORTH WEST, THUNDER BAY

Suite 403, 189 Red River Rd

Thunder Bay P7B 1A2

General Inquiry (807)343-7631

Toll Free 1-800-663-6965

Fax (807)343-7567

8:30 - 5:00 ♿

**SOUTHWEST (LONDON, THAMES
VALLEY, MIDDLESEX, LAMBTON)
REGION**

Suite 201, 231 Dundas St

London N6A 1H1

General Inquiry (519)675-7680

Toll Free 1-800-663-3775

Fax (519)675-7685

8:30 - 5:00 ♿

GREY, BRUCE, HURON, PERTH
Suite 201, 231 Dundas St
London N6A 1H1
General Inquiry (519)675-7680
Toll Free 1-800-663-3775
Fax (519)675-7685
8:30 - 5:00 ♿

WINDSOR ESSEX - KENT
Suite 300, 215 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)250-0788
Toll Free 1-800-663-3775
Fax (519)973-1360
8:30 - 5:00 ♿

TORONTO REGION
8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)327-8952
Toll Free 1-800-595-9394
Fax (416)327-4486
8:30 - 5:00 ♿

CORPORATE SERVICES AND ORGANIZATIONAL DEVELOPMENT DIVISION

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-5318
Fax (416)327-4409 ♿


The Corporate Services and Organizational Development Division leads the development and implementation of ministry management, accountability and controllership frameworks to ensure cost-effective use of ministry resources to achieve business results. The division provides strategic and operational services to clients in the ministry that are essential to the effective delivery of ministry programs e.g. business, fiscal and capital planning, alternate financing strategies and health reform implementation; audit; supply and financial services; government pharmacy; accommodation; human resources and organizational development; corporate project/change management and business improvement; freedom of information and protection of privacy; submission coordination and Cabinet Office liaison; and public appointments. The division also provides administrative support to the Ontario Review Board, Consent and Capacity Board, Health Services Appeal and Review Board, and Health Professions Appeal and Review Board.

AGENCY LIAISON UNIT

12th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)212-2089
Fax (416)314-3751 ♿


The Agency Liaison Unit of the Corporate Services and Organizational Development Division (CSOD) manages the Ministry's oversight and liaison function involving the Smart Systems for Health Agency and the adjudicative Boards (Consent and Capacity Board, Ontario Review Board, Health Services Appeal and Review Board and the Health Professions Appeal and Review Board). The unit is involved with strategic and business planning as well as monitoring the agencies for compliance with their approved mandate, scope, budgets, and performance measures. The unit reports to the Executive Director, CSOD.

CORPORATE MANAGEMENT BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-5764
Fax (416)327-2714 


The Corporate Management Branch (CMB) provides divisional and corporate coordination, consulting, and project management services to support effective organizational performance and the achievement of the Corporate Services and Organizational Development Division and Ministry goals. The branch consists of the following units: Corporate Coordination Office, Public Appointments Unit, Business Improvement Office, Freedom of Information and Protection of Privacy Office, and the Divisional Coordination Unit.

BUSINESS IMPROVEMENT OFFICE

2nd Flr, 880 Bay St
Toronto M7A 1N8
General Inquiry (416)326-6424
Fax (416)327-4434 


The Business Improvement Office (BIO) provides in-house management consulting services to clients within the ministry to enhance organizational effectiveness and performance. These services include organizational reviews, process mapping and re-design, planning and facilitating workshops, support for change initiatives, and developing service improvement strategies. The office also provides leadership and management of corporate projects, e.g., Quality Service, Common Service Standards monitoring and reporting, customer surveying and controllership.

CORPORATE COORDINATION OFFICE

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9952
Fax (416)327-2714 

The Corporate Coordination Office (CCO) manages relationships with central agencies to facilitate government decision-making about ministry business in a timely fashion. The office is responsible for the scheduling and sign off of Cabinet committee items. CCO's function is to ensure the delivery of a well-integrated, value-added coordination service, including the development of outlook reports to plan, track and manage the agenda and activities of the ministry. The office is responsible for coordinating visits from international delegations, and coordinating ministry responses to the Chief Coroner, the Ombudsman and the Environmental Commissioner. CCO includes the Public Appointments Unit (PAU).


PUBLIC APPOINTMENTS UNIT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8502
Fax (416)327-8496 

The Public Appointments Unit (PAU) is responsible for processing, monitoring and administering the ministry's public appointments. The unit monitors terms and expirations; ensures appointments are in compliance with existing legislation; and prepares Orders-in-Council and Ministerial Appointment Letters. The PAU serves as the focal point for inquiries from the ministry's agencies, boards and commissions, program areas and the public regarding the ministry's appointments


process. It also retains resumes and applications from individuals interested in seeking a public appointment.

DIVISIONAL COORDINATION UNIT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-8818
Fax (416)327-2714 


The Divisional Coordination Unit (DCU) provides internal services and support to the Corporate Services and Organizational Development Division such as coordinating divisional business, operational and financial planning, tracking and reporting; supporting service improvement and communications strategies, and special projects for the division.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7040
Fax (416)327-7044
8:30 - 5:00 


The Freedom of Information and Protection of Privacy (FIPP) Office coordinates the administration and implementation of the Freedom of Information and Protection of Privacy Act (the Act) within the Ministry of Health and Long Term-Care and many of its affiliated agencies. The office develops policies and procedures for implementing the Act, collects fees in accordance with the regulations, and provides advice and training to staff on the requirements of the Act. The office also liaises with the Office of the Information and Privacy Commissioner/Ontario regarding appeals, inquiries and investigations and coordinates the responses to those matters with Legal Services Branch and program areas. The FIPP Office also works with ministry program areas to ensure that practices for the collection, use, retention, and disclosure of personal information comply with the Act.

INTERNAL AUDIT SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7792
Fax (416)327-7809 

The Internal Audit Service Cluster offers audit services to provide internal, independent and objective assurances with respect to the effectiveness of the ministry's control framework in mitigating and managing risks which, if not addressed, could impede the ministry's ability to accomplish its objectives. Audit services include risk assessments, control reviews, audits, special assignments and consulting services. The branch maintains quality by identifying best practices and opportunities for improvement in the ministry's control processes. Audit services are provided on a cost recovery basis by the Internal Audit Division of Management Board Secretariat.


SUPPLY AND FINANCIAL SERVICES BRANCH

10th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7972
Fax (416)327-7979
8:00 - 4:00 

Supply and Financial Services Branch manages the ministry's program payment process, performs financial services and controllership function to ensure the judicious expenditure of public funds,


and coordinates the submission of Public Accounts. It also provides a range of planning, advisory and support services to ministry programs including: facilities management; strategic commodity and contracted resource planning; vendor management; service contract management; warehousing and distribution services; records management, and delivery of mail and copy services outside Queen's Park. This branch provides a service management and liaison function relating to financial and administrative services delivered by Shared Services Bureau. It also works with adjudicative boards through a liaison officer to help coordinate ministry administrative support and implement sound business plans and accountability structures.

BRANCH OPERATIONAL SUPPORT SERVICES

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312
8:30 - 5:00 


Branch Operational Support Services provides a wide variety of administrative, clerical and data entry services both within the branch and ministry wide. Corporate services include issuing photo ID (security) cards for ministry staff; Cenmail System (a Centralized Mailing List System for use by the entire ministry) provides both mailing labels/reports of a wide variety of common mailing lists; service management of contracted online electronic reference services.

PROGRAM SUPPORT SERVICES

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6663
Fax (613)548-6514
8:00 - 5:00 


Program Support Services provides support for the programs and program payments in Kingston through management of a number of key functions, including: transmission of transfer payments, cheque production and data entry adjustments for MOHLTC program payments; resource management of the Control and Word Processing Units of the section in support of the Subrogation Unit and general administration, human resources, security, invoice processing, records management and technical support functions to the branch and staff in Kingston.

RECORDS MANAGEMENT

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-8086 


The Records Management provides a variety of services to Ministry of Health and Long-Term Care clients to protect the legal, fiscal and administrative interests of the Ontario Government and the public. The Records Analyst enforces recorded information policies and procedures that are consistent with government wide directives and standards such as Archives Act, Directive 7-5 Management of Recorded information, Freedom of Information, Protection of Privacy Act (FIPPA), etc. The Analyst consults with program areas and prepares records schedules and file classifications. The Analyst provides guidance and direction on transferring records to offsite storage through ministry's confidential disposal system. Consultation services are provided on management related issues such as program transfers, relocations and closures.

FACILITIES MANAGEMENT SERVICES

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312
8:30 - 5:00 


Facilities Management Services (FMS) for the Ministry of Health and Long-Term Care, provides assistance to all ministry programs in meeting their accommodation needs across the province. It is also the focal point for strategic accommodation planning for the ministry. FMS services offered include needs analysis, site selection, design coordination including the use of outside design consultants, review of operations and maintenance repair requirements, coordination of leasing, construction and relocation activities as well as leading security and emergency measures preparedness. FMS also provides advisory services to ministry agencies on their space or project needs.

REGIONAL ADMINISTRATION AND SUPPORT SERVICES

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6515
(613)548-7878x2046 (Inserting Room)
TTY (613)548-6371
Fax (613)548-6634
8:00 - 4:30 


Regional Administration and Support Services provides a full range of services that include mail and messenger services, large volume mailing capabilities, reproduction and stationery stores and micro-imaging services that include source document filming.

CORPORATE FINANCIAL SERVICES

10th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7972
Fax (416)327-7979
Fax (416)327-8884 

The Corporate Financial Services of the Supply and Financial Services Branch is headed by the Office of the Chief Accountant. The Corporate Chief Accountant works in conjunction with Fiscal Strategies Branch to ensure the tenets of modern controllership practices and accountability frameworks are adopted and maintained throughout the ministry. The Chief Accountant is also responsible for ensuring best practices are adopted in developing/applying financial policies and that quality assurance standards are in place for financial processes within the ministry.


SUBROGATION

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6663
Fax (613)548-6763
8:30 - 5:00 

The Subrogation unit recovers on behalf of the ministry, the cost of health care services rendered to a person who has suffered an injury as a result of another's negligence, wrongful act, or omission.

Recoveries are made for all past and future insured services rendered under the Health Insurance Act and past services or benefits provided under the Long-Term Care Act. Subrogation is responsible for monitoring compliance of payment responsibility in motor vehicle accidents.

ONTARIO GOVERNMENT PHARMACEUTICAL AND MEDICAL SUPPLY SERVICE


1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-0837 

Ontario Government **Pharmaceutical** and Medical Supply Service (OGPMSS) is a central common service of the Government of Ontario. It is responsible for the provision of program related **vaccines**, drugs and related medical supplies to support government ministries and Schedule 1 agencies and facilities. Broader public sector organizations may also take advantage of the services provided. OGPMSS offers an integrated logistic service through product standardization, client evaluations, volume purchasing, centralized customer service, centralized ordering, warehousing and distribution and consolidated invoicing. OGPMSS also provides customer service support and the warehousing and distribution service for the Ministry of Health and Long-Term Care and Ministry of Community, Family and Children’s Services Forms and Publications.


CUSTOMER SERVICE

1st Flr, 99 Adesso Dr
Concord L4K 3C7
(416)327-0837 (OGPMSS)
(416)327-8222 (Forms)
Fax (416)327-0329 (Forms)
Fax (416)327-0818 (OGPMSS)

WAREHOUSE DISTRIBUTION AND OPERATIONS


1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-0835 

STRATEGIC SERVICES AND CONTRACT MANAGEMENT

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-0762 

Strategic Services and Contract Management unit’s service delivery objectives are: to advise program areas on unique and complex strategic business decisions general and consulting (fee for service, alternate service delivery, contract management) services and on ministry specific products (vaccines); to manage post contract award service contracts; to achieve, at the least cost, value for money expended; to provide access for the private business sector at large to compete in an uncomplicated, fair and consistent manner; to achieve the effective delivery of strategic services and contract management within the intent of government and ministry policies in support of program area objective by consultation and coordination between functionally oriented departments, clients, field operations and strategic business services providers.


CAPITAL PLANNING AND STRATEGIES BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-7065
Fax (416)327-7076 

The Capital Planning and Strategies Branch is responsible for the coordination of the ministry’s capital plan, and regular reporting of the ministry’s capital financial status to the central agencies. This branch also manages the capital planning process, capital policy development, health capital strategies, and alternative financing strategies such as public private partnerships for the Ministry


of Health and Long-Term Care. In addition, it provides technical advice and capital funding to health care facilities, and holds controllership functions for appropriation control, financial monitoring and multi-year forecasting on the Health Capital Program.

FISCAL STRATEGIES BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-8676
Fax (416)314-5919 


The Fiscal Strategies Branch is responsible for the coordination of the ministry's business plan and estimates process, the coordination of submissions to Management Board of Cabinet and regular reporting of the ministry's financial status to the central agencies. This branch also provides financial, risk and cost analysis as well as appropriation control, financial monitoring and multi-year forecasting. The Fiscal Strategies Branch advises ministry program managers and ministry senior management on financial business.

HEALTH REFORM IMPLEMENTATION TEAM

Ground Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)326-1049
Fax (416)326-1211
8:30 - 5:00 


The Health Reform Implementation Team (HRIT) is responsible for the province-wide coordination and facilitation to implement directives and advice for hospital restructuring and related impacts on the health system. The HRIT is also responsible for leading the adjustments of funding to support hospital program and service changes resulting from restructuring and for managing the government approval processes for restructuring capital projects for hospitals. As well, HRIT leads the implementation of the divestment of provincial psychiatric hospitals.

HUMAN RESOURCES BRANCH

2nd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7579
Fax (416)327-4482 

The Human Resources Branch (HR) supports the implementation of corporate initiatives and the Ministry's core businesses and policy priorities by providing senior management, corporate offices and field staff with comprehensive human resources advice, policy direction, strategic planning and interpretation of collective agreements. HR supports the Ministry in achieving its goals through the development of human services systems, processes and communication that support line managers and employees. Human Resources consultants, specialists and assistants provide services to clients and employees. These services include the provision of information, advice, support and direction on matters related to employee relations, health and safety, staffing/recruitment, compensation and benefits, workforce and organizational development, staffing and job evaluation.

HEALTH SERVICES DIVISION

Hepburn Block
11th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4266
Fax (416)314-5915
8:30 - 5:00 


The Health Services Division includes the Operational Support Branch, Drug Programs Branch, Laboratories Branch, Fraud Programs and Investigation Unit, Alternate Payment Programs, Provider Services Branch, and Registration and Claims Branch.

ACADEMIC HEALTH SCIENCE CENTRES, ALTERNATIVE FUNDING PLAN PROJECT

10th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)212-1775
Fax (416)212-1729
www.gov.on.ca/health/english/program/ahsc/ahsc_mn.html


The Ministry of **Health** and Long-Term Care is currently discussing the feasibility of establishing Alternative Funding Plans (AFPs) in Academic Health **Science** Centres (AHSCs) in Hamilton, London, Ottawa and Toronto. The AHSC AFP Project is responsible for overseeing these negotiations, providing consultative support to the AHSCs, and ensuring that deliverables are met in a timely fashion.

ALTERNATIVE PAYMENT PROGRAMS BRANCH

8th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-9400
Fax (416)327-1968
8:00 - 5:00 


The Alternative Payment Programs Branch is responsible for developing and managing the operation and administration of arrangements with alternatively funded health service providers and Independent Health Facilities.

ALTERNATIVE PAYMENT PROGRAMS UNIT

8th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8444
Fax (416)327-7519
8:30 - 5:00 

The Alternative Payment Programs (APP) Unit provides for the remuneration of **physicians** and payment for their services by means other than fee-for-service. Originally alternate payments were established to address limitations within the OHIP Schedule of Benefits. More recently, the ministry views alternative **funding**/payment plans as a viable means of focusing physician service delivery and funding; improving access to and distribution of physicians; promoting practice change and accountability; and supporting system harmonization (hospital restructuring and partnerships with health service agencies). Physician remuneration within APP arrangements include compensation within global budgets, sessional or hourly rates and per bed or per patient costs. Approximately 10 per cent of the province's physicians receive all or part of their income through a variety of alternate payment arrangements.

INDEPENDENT HEALTH FACILITIES PROGRAM

Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6637
Fax (613)548-6734
8:00 - 5:00 

Under the Independent **Health** Facilities Act (IHFA), approximately 1,000 specialized **medical** facilities are licensed and funded. Most of these IHF's provide imaging and other diagnostic tests. Others provide treatment and surgical services that were historically performed only in hospitals. The Independent Health Facilities Program (IHFP) also includes the Ministry's **X-Ray** Inspection Service which ensures that hospital and other X-Ray facilities comply with the Healing Arts Radiation Protection Act.

SPECIAL PROJECTS UNIT/HEALTH SERVICE ORGANIZATION PROGRAMS

8th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7074
Fax (416)327-1968


The Health Services Organization (HSO) Programs implement approaches to primary care that use capitation based funding for a comprehensive range of primary care services to a rostered patient population. The capitation method is intended to encourage a multidisciplinary approach to care with an emphasis on health promotion and disease prevention. Primary care services are provided by practitioners such as physicians, nurses, social workers and nutritionists. There are currently 50 HSOs throughout Ontario.

INTERDISCIPLINARY PRACTITIONER PROGRAM

2nd Flr, 310 Bagot St
Kingston K7K 3B5
General Inquiry (613)650-3008
Fax (613)545-1402

The Interdisciplinary Practitioner Program is responsible for the implementation and management of Ontario's initiatives related to expand the involvement of Nurse Practitioners in primary care settings.

PRIMARY HEALTH CARE TRANSITION FUND UNIT

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-9400
8:30 - 5:00 


The Primary Health Care Transition Fund Unit (PHCTF) will be responsible for managing primary care related initiatives arising from the PHCTF. Project will include demonstration, research, evaluation and leadership training initiatives that will guide the Ministry further in its primary care renewal strategies.

DRUG PROGRAMS BRANCH

3rd Flr, 5700 Yonge St

Toronto M2M 4K5

General Inquiry (416)327-8109


Other 1-888-405-0405 (Senior's Co-payment Line) 

The Drug Programs Branch mandate is to provide leadership in achieving optimal pharmaceutical services for health protection and improvement of Ontario residents. The branch maintains close partnerships with industry, pharmacy and medicine in order to better manage the drug programs. The branch is responsible for the delivery of Ontario's Drug Benefit (ODB) program, the Trillium Drug Program, the Special Drugs Program and the publication of the Ontario Drug Benefit Formulary/Comparative Drug Index (the Formulary/CDI). The ODB Formulary/CDI identifies drug products designated as benefits under the program, as well as those brands of drugs that are considered to be interchangeable, and serves as a prescribing and reimbursement guide for doctors and pharmacists. The Ontario Drug Benefit Act (ODBA) and the Drug Interchangeability and Dispensing Fee Act (DIDFA) provides the legislative framework under which the program is administered.

ADMINISTRATION, FINANCE AND ELIGIBILITY

3rd Flr, 5700 Yonge St

Toronto M2M 4K5


General Inquiry (416)327-8109 

The Administration, Finance and Eligibility unit coordinates the branch's administrative and financial services, coordinates ministerial briefings and communications activities, and is responsible for the program analysis, planning and development functions of the branch. The unit also advises the Ministry of Health and Long-Term Care, other provincial ministries, institutions, professional organizations, the pharmaceutical industry and the general public on matters relating to the Ontario **Drug** Benefit Program, including drug evaluations, improving the quality of pharmaceuticals in nursing homes, homes for the aged, hospitals and government institutions.

DRUG PROGRAMS MANAGEMENT UNIT

3rd Flr, 5700 Yonge St

Toronto M2M 4K5

General Inquiry (416)327-8109 

The **Drug** Programs Management Unit of the branch is responsible for the quality assessment of drugs to be listed (or already listed) in the Ontario Drug Benefit (ODB) Formulary/CDI, through technical evaluation of submissions from **pharmaceutical** manufacturers. This unit also provides secretariat functions for the Minister's expert advisory committee, the Drug Quality and Therapeutics Committee (DQTC) to the Minister of Health and Long-Term Care. The DQTC is comprised of experts in medicine, pharmacy and other disciplines who make recommendations relating to pharmaceutical and pharmacological matters, evaluate requests for unlisted drug products under the Individual Clinical Review (Section 8) mechanism, evaluate scientific/educational material for health professionals, and facilitate communication between the ministry and professional organizations.

HEALTH SERVICES PROGRAMS I&IT

Macdonald-Cartier Bldg
4th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6237
Fax (613)548-6539 ☎

Health Services Programs I&IT is responsible for the implementation and maintenance of the Health Network, linking over 2,700 Ontario pharmacies with the Ontario **Drug Benefit** program to process drug **claims** and perform drug use review.

PHARMACEUTICAL SERVICES COORDINATION UNIT

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8109 ☎

The **Pharmaceutical Services Coordination Unit** provides liaison services relating to the pharmaceutical industry, pharmacists and pharmaceutical care, professional organizations, other government agencies as well as physician liaison services relating to prescribing guidelines. The unit also coordinates the production/printing/distribution of the Ontario **Drug Benefit** Formulary/Comparative Drug Index. When ordered by an Ontario-authorized prescriber and dispensed in Ontario, drugs listed in the ODB Formulary/CDI are available to ODB-eligible recipients. The unit processes, monitors and audits **claims** from all ODB providers and acts in an advisory capacity for matters related to ODB claims payment.

TRILLIUM DRUG PROGRAM

15th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)326-1558
TTY 1-800-387-5559
Toll Free 1-800-575-5386 ☎


The Trillium **Drug Program (TDP)** unit administers the program for people who have high drug costs in relation to their income by assessing applications and processing receipts. The program has an annual deductible that is based on household income. Each year starting August 1, recipients must pay for their drug cost up to their deductible level before they are eligible for drug coverage the deductible is paid in quarterly instalments. Once the deductible is paid in each quarter, eligible people receive drug coverage until the start of the next quarter. All eligible people must pay a \$2 co-payment per **prescription** each time they purchase a covered drug product in Ontario.

FRAUD PROGRAMS

2nd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7509
Fax (416)327-4439
8:30 - 5:00 ☎


The **Fraud Programs** branch provides leadership in the implementation of the ministry's initiative related to protecting health care resources from fraudulent misuse and criminal activity. In partnership with other ministry program areas and private stakeholders, Fraud Programs branch is responsible for providing support to the ministry's crack down on health system fraud including the development of a strategic plan and reporting mechanisms for fraud prevention, detection and deterrence.

HEALTH KEY PROJECT

2nd Flr, 310 Bagot St
Kingston K7K 3B5
General Inquiry (613)650-3076
Fax (613)650-3067
8:30 - 5:00 

Health Key Project will deliver innovative, integrated solutions for enhancing health client registry services, including a provincial unique patient identification infrastructure, a foundation cornerstone for Ontario's e-Health vision.

LABORATORIES BRANCH

4th Flr Rm 433, 880 Bay St
Toronto M7A 1R3
General Inquiry (416)326-3611
Fax (416)326-3617 


The Laboratories Branch provides operational support to Ontario's medical laboratory services system and also provides laboratory support for the population's health by performing tests related to communicable diseases and for drinking water. The branch operates 12 Public Health Laboratories, a Drug Testing Laboratory and the Laboratory Licensing and Inspection Service. It is also responsible for the negotiation and administration of OHIP payments for community (private) laboratories. The branch is also responsible for operational policy for all laboratory issues including a comprehensive laboratory reform strategy currently being implemented across the province.

DIRECT SERVICES

81 & 81A Resources Rd
Toronto M9P 3T1

The Public Health Laboratories provide **laboratory** testing and expertise for the prevention of disease and the protection and promotion of the public's health in Ontario. The twelve laboratories carry out testing in support of public health activities and programs relating to reportable, emerging and other public health relevant diseases. The following are the locations of public health laboratories:

CENTRAL PUBLIC HEALTH LABORATORY


81 & 81A Resources Rd
Toronto M9P 3T1
General Inquiry (416)235-5952
(416)605-3113 (Emergency Duty Officer)
Toll Free 1-800-640-7221 (Help Line)
Fax (416)235-6080 

MAILING ADDRESS FOR LETTERS,
PARCELS (NOT SPECIMENS)
PO Box 9000 Terminal A
Toronto M5W 1R5

SHIPPING ADDRESS FOR SPECIMENS
81 Resources Rd
Toronto M9P 3T1


ALTERNATE MAILING ADDRESS FOR
LETTERS, PARCELS
PO Box 37 Etobicoke "B"
Toronto M9W 5K9


CENTRAL PUBLIC HEALTH LABORATORY - DIRECT SERVICES


Central Public Health Laboratory
81 Resources Rd
Toronto M9P 3T1
General Inquiry (416)325-5941
8:00 - 5:15 

The Central Public Health **Laboratory** provides laboratory testing and expertise for the prevention of disease and the protection and promotion of the public's health in Ontario. It also carries out testing in support of public health activities and programs relating to reportable, emerging and other public health relevant **diseases**.


REGIONAL PUBLIC HEALTH LABORATORIES


HAMILTON
250 Fennell Ave W
PO Box 2100
Hamilton L8N 3R5
General Inquiry (905)385-5379
Fax (905)385-0083
8:00 - 5:00 


KINGSTON
181 Barrie St
PO Box 240
Kingston K7L 4V8
General Inquiry (613)548-6630
Fax (613)548-6636 


LONDON
St. Joseph Mental Health Centre
5th Flr, 850 Highbury Ave
PO Box 5704 Postal Stn A
London N6A 4L6
General Inquiry (519)455-9310
Fax (519)455-3363 


ORILLIA
Hurononia Regional Complex
750 Memorial Ave
PO Box 600
Orillia L3V 6K5
General Inquiry (705)325-7449
Fax (705)329-6001
8:00 - 5:00


OTTAWA
2380 St Laurent Blvd
Ottawa K1G 6C4
General Inquiry (613)736-6800
Fax (613)736-6820 

PETERBOROUGH
Provincial Health Laboratory
99 Hospital Dr
PO Box 265
Peterborough K9J 6Y8
General Inquiry (705)743-6811
Fax (705)745-1257 

SAULT STE MARIE
Ontario Works Bldg
160 McDougall St
PO Box 220
Sault Ste Marie P6A 5L6
General Inquiry (705)254-7132
Fax (705)945-6873
8:00 - 5:00 

SUDBURY
Sudbury and District Health Unit
Suite 2, 1300 Paris St
Sudbury P3E 6H3
General Inquiry (705)564-6917
Fax (705)564-6918
8:00 - 5:00 

THUNDER BAY
336 South Syndicate Ave
Thunder Bay P7E 1E3
General Inquiry (807)622-6449
Fax (807)622-5423
8:00 - 5:00 

TIMMINS
Ontario Department of Health Regional
Laboratory
67 Wilson Ave
Timmins P4N 2S5
General Inquiry (705)267-6633
Fax (705)360-2006
8:00 - 5:00 


WINDSOR

3400 Huron Church Rd

PO Box 1616

Windsor N9A 6S2


General Inquiry (519)969-4341 (Phones
answered Mon-Fri 8-5 Sat & holidays 8:15-
4:00 After hours pager 1-800-561-7243 pin
230-2261)

Fax (519)973-1481 **DRUG TESTING LABORATORY**

3rd Flr, 81A Resources Rd

Toronto M9P 3T1

General Inquiry (416)235-5929

Fax (416)235-6309 


The **Drug Testing Laboratory** provides high quality testing of pharmaceutical products for the Ministry. The current programs include Drug Surveillance for Drug Programs and drug product quality control for Government Pharmacy.

LABORATORY LICENSING AND INSPECTION SERVICE

3rd Flr, 81A Resources Rd

Toronto M9P 3T1

General Inquiry (416)235-6054

Fax (416)235-6282 

Laboratories in Ontario are regulated under the **Laboratory** and Specimen Collection Centre **Licensing** Act and Regulations 682 and 683. Under this act, laboratories that perform testing for diagnosis, prophylaxis and treatment must be licensed, and are inspected regularly.

LABORATORY REFORM - LABORATORY SERVICES SYSTEMS DEVELOPMENT

Rm 433, 880 Bay St

Toronto M7A 1R3

General Inquiry (416)314-1434

Fax (416)326-3617

The Laboratory reform process includes the development of regional plans for lab services which is responsive to the needs of the communities in each region.

ONTARIO FAMILY HEALTH NETWORK

9th Flr, 1075 Bay St

Toronto M5S 2B1

(416)327-8443 (Toronto)

(613)544-7700 (Kingston)

Fax (416)326-4684 (Toronto)

Fax (613)544-6310 (Kingston)

www.ontariofamilyhealthnetwork.gov.on.ca 

The Ontario Family **Health** Network (OFHN) is a Crown Agency, under a Board of Directors and reports to the Minister of Health and Long-Term Care. The mandate is to manage existing Primary Care Networks (PCNs), as well as to implement Family Health Networks (FHNs) across the province. In April 2004, these functions will return to the ministry. Primary Care Networks are piloted and Family Health Networks introduced as a province-wide primary care reform model funded to provide comprehensive primary care 24- hours a day, 7- days a week, directly during

regular and extended office hours, or through telephone health advice provided by specially trained registered **nurses** who are linked to the Networks' on-call physicians. The OFHN operates from offices in both Toronto and Kingston.

Services offered to the Public:

Health Service Organization


ONTARIO FAMILY HEALTH NETWORK - KINGSTON

3rd Flr, 80 Queen St

Kingston K7K 6W7

General Inquiry (613)544-7700

Fax (613)544-6310

8:00 - 5:00 


OPERATIONAL SUPPORT BRANCH

Hepburn Block

11th Flr, 80 Grosvenor St

Toronto M7A 1R3

General Inquiry (416)327-8312

Fax (416)327-4404 

The role of the Operational Support Branch is to manage the Assistive Devices and Home Oxygen Program and lead, coordinate and support negotiations, financial management, operational policy coordination and issues management across the division. This includes: negotiations to establish provincial contracts/agreements with specific healthcare providers, including ongoing support of joint committees (e.g. with the Ontario Medical Association); coordination of cross-divisional briefing notes, division business, fiscal and operational plans, and coordinated input into policy formulation.

ASSISTIVE DEVICES PROGRAM

7th Flr, 5700 Yonge St

Toronto M2M 4K5


General Inquiry (416)327-8804

TTY (416)327-4282

Toll Free 1-800-268-6021 (Client Inquiries)

Toll Free 1-800-267-9458 (Health Care Payments)

TTY Toll Free 1-800-387-5559

Fax (416)327-8192 


The Assistive Devices Program (ADP) helps pay for certain equipment and supplies for Ontario residents with long-term physical **disabilities**. ADP pays up to 75% of the cost for devices such as artificial limbs, **wheelchairs**, hearing aids and respiratory devices. ADP pays 100% of a flat monthly rate for oxygen for **seniors**, people on **welfare**, the Home Care Program or those living in **Long-Term Care** Facilities (LTCF). ADP pays 75% for all other eligible clients. A grant is paid directly to clients for ostomy supplies, and needles & syringes for insulin-dependent seniors.

Services offered to the Public:

Assistive Devices Program


Home Oxygen Program

OPP FRAUD HEALTH TEAM

2nd Flr, 27 Place d'Armes
Kingston K7K 6Z6
General Inquiry (613)547-1842
Fax (613)547-1844
8:15 - 4:30 


The OPP Health **Fraud** Team operates pursuant to an agreement with MOHLTC to investigate fraud pertaining to Health Services utilization and payment.

PROVIDER SERVICES BRANCH

Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6561
Fax (613)548-6650 

Provider Services Branch is responsible for the Fee-for-Service Payment Program under the Health Insurance Act for the following fee-for-service providers: **physicians, chiropractors**, physiotherapy facilities, optometrists, podiatrists, and **dentists**.

REGISTRATION AND CLAIMS BRANCH

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry 1-866-291-0609
Fax (613)548-6320
8:30 - 5:00 


The **Registration** and **Claims** Branch is responsible for Ontario **Health Insurance** (OHIP) eligibility policy; the planning, design and the delivery to the public of registration and Health Card related functions including the registration of all eligible Ontario residents for health coverage and the issuance of health cards; the verification of registration data; the registration of eligible health care providers; the payment of medical and hospital claims to Ontario health care providers; the payment of medical and hospital claims for Ontario residents visiting other provinces and countries; the payment of claims for the Northern Health Travel Grant program; and the provision of information concerning Ministry of Health and **Long-Term Care** programs to the public. The branch also processes medical claims for injured workers on behalf of the Workplace Safety and Insurance Board and **drug** benefit claims on behalf of Drug Programs Branch.

Services offered to the Public:

Northern Health Travel Grants
Ontario Health Insurance

OHIP OFFICES


CENTRAL REGION EAST

Suite 417, 47 Sheppard Ave E
 Toronto M2N 7E7
 PO Box 1700, Stn 'A'
 Toronto M5W 1G9
 General Inquiry (416)314-7444
 Fax (416)314-7449 (Customer Service) 

CENTRAL REGION EAST - NEWMARKET OFFICE

Unit 108, 465 Davis Dr
Newmarket L3Y 8T2
 Toll Free 1-888-376-5197 (By Appointment only)
 Fax (905)868-8660
 8:30 - 5:00


CENTRAL REGION EAST - OSHAWA

Executive Tower Oshawa Centre
 419 King St W
Oshawa L1J 7J2
 General Inquiry (905)576-2870 (Office Hours:
 Monday through Friday 8:30 a.m. - 5:00 p.m.
 Thursday 5:00 - 7:00 p.m. (appt only))
 Fax (905)434-4186 (Claims)
 Fax (905)434-3725 (Customer Service) 

CENTRAL REGION EAST - REGIONAL OFFICE

Suite 401, 45 Sheppard Ave E
 Toronto M2N 5W9
 General Inquiry (416)314-7444
 Fax (416)314-7748


CENTRAL REGION EAST - SCARBOROUGH

2063 Lawrence Ave E
Scarborough M1R 2Z4
 General Inquiry (416)314-7444 (Office Hours:
 Monday through Thursday 8:00 a.m. - 7:00
 p.m. Friday 8:00 a.m. - 6:30 p.m.)
 Fax (416)327-1048 


CENTRAL REGION WEST

Suite 300, 201 City Centre Dr
 Mississauga L5B 2T4
 General Inquiry (905)896-6000
 (905)275-2730 (Customer Service)
 Fax (905)896-6029

CENTRAL REGION EAST - PETERBOROUGH

Heritage Plaza
 550 Lansdowne St W
Peterborough K9J 8J8
 General Inquiry (705)743-2140
 Fax (705)745-1481
 8:30 - 5:00 

CENTRAL REGION EAST - TORONTO

Suite 417, 47 Sheppard Ave E
Toronto M2N 7E7
 General Inquiry (416)314-7444 (Office Hours:
 Monday, Tuesday, Thursday, Friday 8:30 -
 5:30 Wednesday 8:30 - 6:30)
 (416)314-7770 (Claims Inquiry)
 Fax (416)314-7518 (Claims)
 Fax (416)314-7449 (Customer Service) 


CENTRAL REGION WEST - BARRIE

Suite 102, 34 Simcoe St

Barrie L4N 6T4

General Inquiry (705)726-0326

Fax (705)739-6495

8:30 - 5:00 

CENTRAL REGION WEST - ETOBICOKE


Suite 142, 3300 Bloor St W

Etoobicoke M8X 2W8

General Inquiry (905)275-2730 (Office Hours:

Monday, Tuesday, Wednesday, Friday 8:30 -

5:00 Thursday 8:30 - 7:00)

Fax (416)327-0758 

CENTRAL REGION WEST -

MISSISSAUGA

2nd Flr, 201 City Centre Dr

Mississauga L5B 2T4

General Inquiry (905)896-6000 (Office Hours:


Monday through Thursday 8:30 a.m. - 7:00

p.m. Friday 8:30 a.m. - 5:00 p.m.)

(905)275-2730 (Customer Service Inquiries)

Fax (905)896-6029 (Administration/Claims

3rd Flr)

Fax (905)896-6013 (Customer Service) 

CENTRAL SOUTH REGION

CD 1 Hamilton

PO Box 2280 STN A

Hamilton L8N 4C8

General Inquiry (905)521-7547

Fax (905)521-7605

CENTRAL SOUTH REGION - HAMILTON

Ellen Fairclough Building

10th Flr, 119 King St W

Hamilton L8P 4Y7

General Inquiry (905)521-7547

(905)521-7100 (Customer Service)

Fax (905)521-7605

8:30 - 5:00

CENTRAL SOUTH REGION - KITCHENER

Unit B2, 1400 Weber St E

Kitchener N2A 3Z8

General Inquiry (519)893-3966

Fax (519)571-6049

8:30 - 5:00

CENTRAL REGION WEST - NORTH YORK


4400 Dufferin St N

North York M3H 6A8

General Inquiry (905)275-2730 (Office Hours:

Monday through Thursday 8:30 - 7:00 Friday

8:30 - 5:00)

Fax (416)327-1653 

CENTRAL REGION WEST - OAKVILLE

Oakville Town Centre II

220 North Service Rd W

Oakville L6M 2Y3

General Inquiry (905)275-2730 (Office Hours:

Monday, Tuesday, Wednesday, Friday 8:30 -

5:00 Thursday 8:30 - 7:00)

Fax (905)842-5988

CENTRAL SOUTH REGION -

ST. CATHARINES

Mezzanine Level, 301 St Paul St


St Catharines L2R 3M8


General Inquiry (905)704-4090

Fax (905)704-2828


8:30 - 5:00

EASTERN REGION - OTTAWA


Fuller Bldg
7th Flr, 75 Albert St
Ottawa K1P 5Y9
General Inquiry (613)237-9100
Fax (613)237-3246 (Administration)
8:30 - 5:00 

EASTERN REGION - KINGSTON
Suite 401, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-0656
Fax (613)545-4399
8:30 - 5:00 


EASTERN REGION - OTTAWA

Fuller Bldg
75 Albert St
Ottawa K1P 5Y9
General Inquiry (613)237-9100
(613)783-4400 (Customer Service)
Toll Free 1-866-257-2119 (Within Area Codes
416, 514, 613, 705, 819 & 905)
Toll Free French 1-800-267-7690 (Within
Area Codes 416, 514, 613, 705, 819 & 905)
Fax (613)237-3246 (7th Flr, Administration)
Fax (613)783-4444 (1st Flr)
8:30 - 5:00 

NORTHERN REGION - SUDBURY

Ontario Provincial Government Bldg
Suite 801, 199 Larch St
Sudbury P3E 5R1
General Inquiry (705)675-4010
Toll Free 1-800-461-4006 (Area Codes 705 & 807)
Toll Free French 1-800-461-1149
Fax (705)675-4015
8:30 - 5:00 


NORTHERN REGION - KENORA

Suite 220, 808 Robertson St
Kenora P9N 1X9
General Inquiry (807)468-2869
Toll Free 1-800-465-5067 (Area Codes 705 &
807)
Fax (807)468-2714
8:30 - 4:30 


NORTHERN REGION - NORTH BAY

Suite 101, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4130
Toll Free 1-800-461-4006 (Area Codes 705 &
807)
Fax (705)494-4135
8:30 - 5:00

NORTHERN REGION - SAULT STE MARIE

Roberta Bondar Pl
Suite 100, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)759-8598
Toll Free 1-800-461-4006 (Sudbury Regional
Office)
Fax (705)759-1502
8:30 - 5:00 

NORTHERN REGION - SUDBURY

Ontario Provincial Government Bldg
Suite 801, 199 Larch St
Sudbury P3E 5R1
General Inquiry (705)675-4010
Toll Free 1-800-461-4006
Toll Free French 1-800-461-1149
Fax (705)675-4015
8:30 - 5:00 

NORTHERN REGION - THUNDER BAY

Ontario Government Bldg

Suite 113, 435 James St S

Thunder Bay P7E 6T1

General Inquiry (807)475-1351

Toll Free 1-800-465-5067 (Area Codes 705 & 807)

Fax (807)475-1424

8:30 - 5:00 ♿

NORTHERN REGION - TIMMINS

The 101 Mall

Suite 110, 38 Pine St N

Timmins P4N 6K6

General Inquiry (705)268-5300

Toll Free 1-800-461-1149

Fax (705)267-6723

8:30 - 4:30 ♿

SOUTHWEST REGION - LONDON**SOUTHWEST REGION - LONDON**

5th Flr, 217 York St

London N6A 5P9

General Inquiry (519)675-6800 (Office Hours:

Monday, Tuesday, Thursday, Friday 8:30 -

5:00 Wednesday 8:30 - 6:00)

(519)675-6700 (Customer Service)

Fax (519)675-6832 ♿

SOUTHWEST REGION - OWEN SOUND

981 Second Ave E

Owen Sound N4K 2H5

General Inquiry (519)376-6447

Fax (519)376-2749

8:30 - 5:00 ♿

SOUTHWEST REGION - SARNIA

452 Christina St N

Sarnia N7T 5W4

General Inquiry (519)337-2348

Fax (519)337-2031

8:30 - 5:00 ♿

SOUTHWEST REGION - WINDSOR

1427 Ouellette Ave

Windsor N8X 1K1

General Inquiry (519)973-1385 (Office Hours:

Monday, Tuesday, Thursday, Friday 8:30 -

5:00 Wednesday 8:30 - 6:00)

Fax (519)973-1388 ♿

HUMAN SERVICES CLUSTER, INFORMATION AND INFORMATION TECHNOLOGY

10th Flr, 56 Wellesley St W

Toronto M5S 2S3

General Inquiry (416)314-4243

Fax (416)314-0289

8:30 - 5:00 ♿

The Human Services I&IT Cluster provides information management and information technology solutions that enable and support the business requirements of the Ministry of Community, Family and Children's Services and the Ministry of Health and Long-Term Care and their agents.

BUSINESS SOLUTIONS DIVISION

10th Flr, 56 Wellesley St W

Toronto M5S 2S3


General Inquiry (416)314-4243

Fax (416)314-0289

8:30 - 5:00 ♿


The Business Solutions Division provides information and information technology support for social services business and program areas in the Ministry of Community, Family and Children's Services and for health business and program areas in the Ministry of Health and Long-Term Care. The Business Solutions Division has the following branches that support the Ministry of Health and Long-Term Care directly: Children's Programs and Corporate Systems I&IT; Regional Operations Support I&IT; Health Care Programs I&IT; Health Services Programs I&IT.

CHILDREN'S PROGRAMS AND CORPORATE SYSTEMS I&IT

12th Flr, 5140 Yonge St
Toronto M2N 6L7
General Inquiry (416)326-1502
Fax (416)327-0457
8:30 - 5:00 


The Children's Programs and Corporate Systems I&IT Branch supports the Integrated Services for Children Division and the Corporate Services Division.

HEALTH CARE PROGRAMS I&IT

7th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)314-4123
Fax (416)314-5033
8:30 - 5:00 


The Health Care Programs I&IT Branch supports the Acute Services Division, the Community Health Division, the Long-Term Care Redevelopment Project, the Commissioner of Public Health, and the Medical Advisory Secretariat.

HEALTH SERVICES PROGRAMS I&IT

Macdonald-Cartier Bldg
4th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6237
Fax (613)548-6539
8:30 - 5:00 


The Health Services Programs I&IT supports the Health Services Division including OHIP, Registration and Claims, drug and lab systems.

REGIONAL OPERATIONS SUPPORT I&IT

Suite 104, 4 Cataraqui St
Kingston K7K 1Z7
General Inquiry (613)548-6398
Fax (613)548-6450
8:30 - 5:00 

The Regional Operations Support I&IT Branch supports the ministry's regional IT infrastructure, including Health Care Programs Division. The branch also provides small systems development and corporate systems testing.


INFORMATION MANAGEMENT AND IT SECURITY

Macdonald-Cartier Bldg
5th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)547-1890
Fax (613)548-6693
8:30 - 5:00 

The Information Management and IT Security Branch is responsible for securing/protecting access to ministry information by managing/maintaining the information management and information technology security infrastructure in the Ministry of Community, Family and Children's Services


and the Ministry of Health and Long-Term Care. The branch is also accountable for information architecture and data standards.

PLANNING, FINANCE AND ADMINISTRATION

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)326-1473
Fax (416)314-4182
8:30 - 5:00 


The Planning, Finance and Administration Branch is responsible for the Cluster's overall controllership, financial planning and business management. The branch also oversees the hardware leasing and software licensing for the Ministry of Community, Family and Children's Services and the Ministry of Health and Long-Term Care.

TECHNOLOGY MANAGEMENT

9th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7152
Fax (416)327-4429
8:30 - 5:00 


The Technology Management Branch is responsible for managing, maintaining and supporting the technology infrastructure across the Ministry of Community, Family and Children's Services and the Ministry of Health and Long-Term Care (e.g., mainframes, desktops, servers, network service management, telephony). The branch is also accountable for developing technology architecture criteria, and ensuring common standards and policies.

INTEGRATED POLICY AND PLANNING DIVISION

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-0859
Fax (416)327-8835
8:30 - 5:00 


The Integrated Policy and Planning Division develops, mediates and negotiates sound policies and planning for effective decision making in health care.

CORPORATE POLICY BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4392
Fax (416)327-0888
8:30 - 5:00 


The Corporate Policy Branch develops short and long term strategies and policies to address intergovernmental issues and relationships to achieve Ontario government outcomes; and manages internal processes that contribute to the development of policy.

INTERGOVERNMENTAL POLICY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8734
Fax (416)327-0888
8:30 - 5:00 


The Intergovernmental Policy Unit leads intergovernmental policy development and coordinates program initiatives related to federal, provincial and municipal partnerships to ensure the achievement of Ontario health system objectives.

RESEARCH UNIT

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8367
Fax (416)327-1721
www.gov.on.ca/health/english
8:30 - 5:00 


The **Research** Unit monitors, coordinates and provides leadership to internal and external research activities that contribute to the development of health policy and for the dissemination of the research findings to support evidence based decision making.

EXECUTIVE DIRECTOR'S OFFICE

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8929
Fax (416)327-5109
8:30 - 5:00 


The Executive Director's Office is responsible to build the division's strategic policy leadership capacity and enable the ministry to focus on the development and maintenance of critical linkages between the policy development process and operational policy development and implementation.

HEALTH ECONOMICS BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8313
8:30 - 5:00 


The Health Economics Branch develops policies to address health cost/benefit issues in the public and private sector.

HEALTH INFORMATION AND SCIENCES BRANCH

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8295
Fax (416)212-4365
8:30 - 5:00 


Health Information and Sciences Branch is responsible for developing approaches to emergent health policy issues in the areas of health information privacy and the Bio-Sciences.

HEALTH INFORMATION PRIVACY UNIT

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8295
Fax (416)212-4365
8:30 - 5:00 


Health Information Privacy Unit supports the development of the government's comprehensive privacy legislation, including protections for the collection, use and disclosure of personal health information. The unit is also responsible for developing a coordinated strategy for improving patient safety in the province.

HEALTH SCIENCES POLICY UNIT

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8295
Fax (416)212-4365
8:30 - 5:00 


The Health Sciences Policy Unit is responsible for coordinating, developing and identifying policies on critical emerging health issues on the Bio-Sciences which have immediate and long-term impact and consequences within the health system and across the province.

HEALTH PLANNING BRANCH

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7483
Fax (416)327-9429
8:30 - 5:00 


The Health Planning Branch is responsible for the collection and management of data and information contributing to the development of policy, and ensuring the appropriate, province-wide allocation of health human resource services.

HEALTH DATA AND DECISION SUPPORT UNIT

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7727
Fax (416)327-7617
8:30 - 5:00 


The Health Data and Decision Support Unit manages the collection and dissemination of health information primarily in support of researchers and the broader health sector.

HEALTH INFORMATION PRODUCT AND SERVICES UNIT

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7783
Fax (416)327-7617
8:30 - 5:00 


The Health Information Products and Services Unit provides information products and data analysis services that support policy, planning and program development and decision-making within the ministry.

PROVINCIAL HEALTH SERVICES PLANNING UNIT

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8528
Fax (416)327-0167
8:30 - 5:00 


The Provincial Health Services Planning Unit plans for the supply, mix and distribution of health care providers to meet service needs.

LEGISLATIVE PRIORITIES UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8313
8:30 - 5:00 


Legislative Priorities Unit coordinates the development and implementation of a comprehensive workplan for the numerous pieces of legislation the ministry brings forward.

MENTAL HEALTH AND REHABILITATION REFORM BRANCH

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7255
Fax (416)327-8458
8:30 - 5:00 


The Mental Health and Rehabilitation Reform Branch develops strategies and policies to address program or service-specific issues in the reform of the mental health system and rehabilitation services.

MENTAL HEALTH LEGISLATIVE POLICY UNIT

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7268
Fax (416)326-1638
8:30 - 5:00 


The Mental Health Legislative Policy Unit reviews and provides advice on legislation and related policy issues that impact on the Mental Health Act and related legislation.

MENTAL HEALTH PROGRAM POLICY UNIT

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7268
Fax (416)326-1638
8:30 - 5:00 


The Mental Health Program Policy Unit develops policies which address program or service-specific issues in mental health.

MENTAL HEALTH STRATEGIC POLICY UNIT

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8986
Fax (416)327-8458
8:30 - 5:00 


Mental Health Strategic Policy Unit develops policies that address system reform of mental health services, and support system coordination and integration.

REHABILITATION PROGRAM POLICY UNIT

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8986
Fax (416)327-8458
8:30 - 5:00 


The Rehabilitation Program Policy Unit develops system-wide strategies and policies in support of reform to the rehabilitation system.

MINISTRY STRATEGIC DIRECTIONS

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-7487
Fax (416)327-5011
8:30 - 5:00 


The Ministry's Strategic Directions project develops a discussion paper outlining proposed medium and long term outcomes for the Ontario health system, the strategic directions, initiatives and requirements for a change management strategy that will support the achievement of those outcomes.

PROGRAM POLICY BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8879
8:30 - 5:00 


The Program Policy Branch develops short term strategies and policies which address program or service-specific issues and manages external processes including stakeholder expectations, knowledge exchange and communications.

COMMUNITY AND INSTITUTIONAL PROGRAM UNITS

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8879
8:30 - 5:00 


The Community and Institutional Program Units develops strategies and policies to address issues in the delivery of community-based health services including telecare, home and community care.

DIRECT PAYMENT AND REGULATORY PROGRAMS

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8897
8:30 - 5:00 


The Direct Payment and Regulatory Programs unit develops strategies and policies to address issues in direct payment programs, and administers the Regulated Health Professions Act (RHPA). It also implements the regulation of new professions and amendments to RHPA and professions specific Acts.

HEALTH PROFESSIONS REGULATORY ADVISORY COUNCIL

8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)326-1550
Fax (416)327-8952
8:30 - 5:00 


The Health Professions Regulatory Advisory Council, created under the Regulated Health Professions Act, provides advice to the Minister of Health and Long-Term Care on various aspects of the regulation of health professionals including regulation of new professions.

RESOURCES MANAGEMENT OFFICE

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8459
8:30 - 5:00 


The Resources Management Office is responsible for providing a strategic focus in the planning and management of human and financial resources for the Integrated Policy and Planning Division. This includes coordinating the group's estimates process and other financial planning processes, as well as human resources support for branch re-engineering and restructuring etc. The office provides an internal consulting service to the group's program areas on human resource, financial and planning issues, and also coordinates corporate projects and initiatives for the Integrated Policy and Planning Division.

STRATEGIC HEALTH POLICY BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8535
Fax (416)314-8275
8:30 - 5:00 


The Strategic Health Policy Branch develops policies to address integration and coordination of health care.

ABORIGINAL HEALTH OFFICE

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-5513
Fax (416)314-5517
8:30 - 5:00 


The Aboriginal Health Office advocates and promotes changes within the Ministry of Health and Long-Term Care to improve the province's ability to meet Aboriginal people's needs.

HEALTH SYSTEM PERFORMANCE UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-8270
Fax (416)314-8275
8:30 - 5:00 


The Health System Performance Unit develops policies and mechanisms to monitor and report on the performance, accountability, quality and effectiveness of the health care system.

HEALTH SYSTEM POLICY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8360
Fax (416)314-8275
8:30 - 5:00 


The Health System Policy Unit develops policies to support system coordination and integration in health care delivery.

POPULATION HEALTH STRATEGIES UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-8269
Fax (416)314-8275
8:30 - 5:00 


The Population Health Strategies Unit develops system-wide strategies in response to target population and disease-specific issues in a coordinated and proactive manner.

WOMEN'S HEALTH COUNCIL SECRETARIAT

5th Flr, 101 Bloor St W
 Toronto M5S 2Z7
 General Inquiry (416)327-8348
 Fax (416)327-3200
 8:30 - 5:00 


The Ontario **Women's Health** Council Secretariat provides policy, financial and administrative support to the members of the Ontario Women's Health Council. The Council advises the Minister on matters relating to women's health, to ensure that the health care system is responsive to the needs of women. They advocate strongly for improvements in women's health and promote, influence and disseminate research into women's health issues.

INTEGRATED SERVICES FOR CHILDREN DIVISION


Hepburn Block
 6th Flr, 80 Grosvenor St
 Toronto M7A 1E9
 General Inquiry (416)325-8322
 Fax (416)314-1862
 8:30 - 5:00 

The Integrated Services for Children Division is responsible for designing and implementing policy and service delivery strategies that support integration. The Ministries of Community, Family and Children's Services, Health and Long-Term Care, Education, Training, Colleges and Universities, Citizenship and Tourism and Recreation are working together to improve service coordination and integration at the community level. The initial focus is on children and families at risk.


CHILD WELFARE AND YOUNG OFFENDERS BRANCH

Hepburn Block
 4th Flr, 80 Grosvenor St
Toronto M7A 1E9
 General Inquiry (416)327-4865
 Fax (416)325-5349
 8:30 - 5:00 


CHILDREN WITH SPECIAL NEEDS BRANCH

Hepburn Block
 4th Flr, 80 Grosvenor St
Toronto M7A 1E9
 General Inquiry (416)327-4865
 Fax (416)325-5349
 8:30 - 5:00 


CHILDREN WITH SPECIAL NEEDS BRANCH (WELLESLEY ST W)

15th Flr, 56 Wellesley St W
Toronto M7A 2B7
 General Inquiry (416)326-2800
 Fax (416)326-8395
 8:30 - 5:00 


EARLY YEARS AND HEALTHY CHILD DEVELOPMENT BRANCH

Hepburn Block
 Rm 476, 80 Grosvenor St
Toronto M7A 1E9
 General Inquiry (416)327-4865
 Fax (416)325-5349
 8:30 - 5:00 


EARLY YEARS AND HEALTHY CHILD DEVELOPMENT BRANCH, HEALTHY BABIES, HEALTHY CHILDREN UNIT (WELLESLEY ST W)

15th Flr, 56 Wellesley St W
Toronto M7A 2B7
 General Inquiry (416)327-4865
 Fax (416)326-0478
 8:30 - 5:00 

EARLY YEARS CHALLENGE FUND BRANCH


15th Flr, 56 Wellesley St
Toronto M7A 2B7
 General Inquiry (416)326-2800
 Fax (416)326-0478
 8:30 - 5:00 

LONG-TERM CARE REDEVELOPMENT PROJECT

10th Flr, 415 Yonge St
Toronto M5B 2E7
General Inquiry (416)326-6485
Fax (416)326-5533
8:30 - 5:00 


The **Long-Term Care** Redevelopment Project (LTCRP) was initiated in early 2000 to spearhead the government's long-term care redevelopment initiative. The LTCRP is working with other ministries, municipalities, and key stakeholders to facilitate the development and opening of 20,000 new long-term care beds by the end of 2004 and the redevelopment of up to 16,000 existing older beds by 2006. In addition, LTCRP is working to put in place the processes and mechanisms necessary to ensure the successful start up and operation of these beds and their effective integration into local and provincial health systems. The LTCRP represents a dedicated team of experts with the skills and expertise necessary to oversee all aspects of the long-term care implementation strategy, including management, policy development, procurement, long-term care, legal services, and social housing.

CCAC-LTC PRIORITY PROJECT

11th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)326-6949
Fax (416)326-9967
www.ccacלטpriorityproject.com
9:00 - 5:00 


The CCAC-LTC Priority Project (Priority Project) was established in December 2001 to support Community Care Access Centres (CCACs) to implement a common assessment and the associated business process changes for the adult long-stay client group. This includes (1) the RAI-HC (Resident Assessment Instrument - Home Care), (2) automation of the assessment instrument and (3) streamlined business processes. The Priority Project also provides CCACs with education and additional supports to implement the changes.

PUBLIC HEALTH DIVISION

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7392
Fax (416)327-7438 

The Public Health Division oversees activities relating to Ontario's public health system. The division is led by the Commissioner of Public Health, Chief Medical Officer of Health and Assistant Deputy Minister.

PUBLIC HEALTH BRANCH

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7392
Fax (416)327-7438 

The Public Health Branch provides leadership and support to Ontario's public health system including 37 boards of health; advice to corporate management on public health issues; a provincial epidemiology service and response to control outbreaks of disease both communicable and non-communicable; and management of transfer payments for public health programs. The branch provides recommendations for policy and long-range planning to prevent the spread of disease, promote and protect health.


Services offered to the Public:*Sexually Transmitted Disease Control**Tuberculosis Control**Vaccine Preventable Diseases*

CORPORATE LIAISON AND RESOURCE SERVICE

7th Flr, 5700 Yonge St

Toronto M2M 4K5

General Inquiry (416)327-7623

Fax (416)314-7078 


The Corporate Liaison and Resource Service provides overall planning and coordination for mandatory public health programs through the 37 boards of health in Ontario; liaison with the board chairpersons and medical officers of health for the boards of health on management, administration and organizational issues; coordination of the branch's funding to boards of health; and information systems support to public health programs. The Blood Program under this service provides coordination and liaison with Canadian Blood Services, other provinces and territories with regard to blood system issues. The Ontario Hepatitis C Assistance Program Secretariat is also part of this service.

DISEASE CONTROL SERVICE

8th Flr, 5700 Yonge St

Toronto M2M 4K5

General Inquiry (416)327-7413


Fax (416)327-7439 

The Disease Control Service has public health and epidemiological expertise, which it uses to support the communicable/infectious disease control programs delivered by Ontario public health departments by conducting surveillance of reportable **diseases**, and through the development of policies, guidelines and consultative services. Programs include outbreak control, immunization, **tuberculosis**, food and water safety, **rabies** control, infection control, sexually transmitted disease and HIV/AIDS prevention and control, as well as sexual health. This office provides vaccines and biologicals for the prevention of vaccine preventable diseases and post-exposure treatment for rabies, as well as drugs for the treatment of sexually transmitted diseases and tuberculosis.

ENVIRONMENTAL HEALTH AND TOXICOLOGY UNIT/SAFE WATER UNIT

8th Flr, 5700 Yonge St

Toronto M2M 4K5

General Inquiry (416)327-7427 


The **Environmental** Health and Toxicology Unit (EHTU) provides expert consultation and technical support to local Boards of Health and other agencies in support of the Mandatory Health Programs and Services Guidelines (MHPSG) and the Health Protection and Promotion Act, as they relate to known or suspected health hazards from **chemical**, physical or biological agents in the environment. The EHTU supports local Boards of Health in their adherence to the Health Hazard Investigation standard of the MHPSG. The EHTU also has the lead role in the Public Health Branch for Emergency Planning and Response issues. The mandate of the Safe **Water** Unit is to monitor, support and ensure the compliance of the local Boards of Health in Ontario with the Safe Water Program of the MHPSG. The main objective of the Safe Water Program is to protect public health by ensuring that drinking water meets the health-related parameters of the Ontario Drinking Water Standards.

ONTARIO HEPATITIS C ASSISTANCE PLAN (OHCAP)

Stn BRM B
PO Box 40009
Toronto M7Y 5J9
TTY (416)327-4282
Toll Free 1-877-222-4977
TTY Toll Free 1-800-387-5559
Fax (416)326-6413


The Ontario **Hepatitis C** Assistance Plan (OHCAP) was designed to provide compassionate financial assistance to individuals infected with hepatitis C through the Ontario blood supply before 1986 and between July 2, 1990 and September 28, 1998. This program was announced in November 1998.

POPULATION HEALTH SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7384 


The Population Health Service provides public health and epidemiologic expertise to support and monitor boards of health's implementation of the Chronic Diseases and Injuries as well as family health sections of the mandatory health programs and services guidelines. These sections include the following programs: chronic disease prevention, early detection of cancer, injury prevention including substance abuse prevention, reproductive health and child health. Expert consultation and support is also provided in the area of **environmental** health. The service provides funding and support for the Preschool Speech and **Language** Program and the Infant Hearing Program. The service also provides a central resource in the areas of epidemiology, health surveillance, public health research and evaluation, and public health planning.

EPIDEMIOLOGY AND SURVEILLANCE UNIT

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7383 


The **Epidemiology** and Surveillance Unit provides expert consultation and technical support to local Boards of **Health** in the areas of epidemiology, health surveillance, public health **research** and evaluation, and public health planning in support of the Mandatory Health Programs and Services guidelines.

FAMILY HEALTH AND INJURY PREVENTION

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8220 

Family **Health** and Injury Prevention provides expert consultation and technical advice to Local Boards of Health and other agencies in support of the Mandatory Health Programs and Services guidelines.

PREVENTION OF CHRONIC DISEASES AND EARLY DETECTION OF CANCER

8th Flr, 5700 Yonge St
 Toronto M2M 4K5
 General Inquiry (416)327-7384 

Prevention of Chronic Diseases and Early Detection of **Cancer** provides expert consultation and technical advice to local Boards of Health and other agencies in support of the Mandatory Health Programs and Services guidelines.

PUBLIC HEALTH AGENCIES

A Public **Health** Unit is an official health agency established by a group of urban and rural municipalities to provide a more efficient community health program, carried out by full-time, specially qualified staff. There are 37 public health units in Ontario (see individual units for addresses). Health units administer health promotion and disease prevention programs to inform the public about healthy lifestyles, communicable disease control including education in AIDS and STDs, immunization, **food** premises inspection, healthy growth and development including parenting education, health education for all age groups and selected screening services.

BRANT COUNTY HEALTH UNIT

194 Terrace Hill St
Brantford N3R 1G7
 General Inquiry (519)753-4937

CHATHAM-KENT HEALTH UNIT

435 Grand Ave W
 PO Box 1136
Chatham N7M 5L8
 General Inquiry (519)352-7270

CITY OF TORONTO HEALTH UNIT

5th Flr, 277 Victoria St
Toronto M5B 1W2
 General Inquiry (416)392-7401

DURHAM REGIONAL HEALTH UNIT

Lang Tower
 Suite 210, 1615 Dundas St E
Whitby L1N 2L1
 General Inquiry (905)723-8521

EASTERN ONTARIO HEALTH UNIT

1000 Pitt St
Cornwall K9J 5T1
 General Inquiry (613)933-1375

ELGIN - ST THOMAS HEALTH UNIT

99 Edward St
St Thomas N5P 1Y8
 General Inquiry (519)631-9900

GREY BRUCE HEALTH UNIT

920 1st Ave W
Owen Sound N4K 4K5
 General Inquiry (519)376-9420

HALDIMAND-NORFOLK HEALTH UNIT

12 Gilbertson Dr
 PO Box 247
Simcoe N3Y 4L1
 General Inquiry (519)426-6170

HALIBURTON, KAWARTHA, PINE

RIDGE DISTRICT HEALTH UNIT
 200 Rose Glen Rd
Port Hope L1A 3V6
 General Inquiry (905)885-9100

HALTON REGIONAL HEALTH UNIT

1151 Bronte Rd
Oakville L6M 3L1
 General Inquiry (905)825-6060

HAMILTON (CITY OF) HEALTH UNIT

71 Main St W
Hamilton L5P 3L5
 General Inquiry (905)546-3500

HASTINGS AND PRINCE EDWARD

COUNTIES HEALTH UNIT
 179 North Park St
Belleville K8P 4P1
 General Inquiry (613)966-5500

HURON COUNTY HEALTH UNIT

Health & Library Complex
 RR 5, PO Box 1120
Clinton N0M 1L0
 General Inquiry (519)482-3416

KINGSTON, FRONTENAC AND LENNOX

AND ADDINGTON HEALTH UNIT
 221 Portsmouth Ave
Kingston K7M 1V5
 General Inquiry (613)549-1232

LAMBTON HEALTH UNIT

160 Exmouth St

Point Edward N7T 7Z6

General Inquiry (519)383-8331

LEEDS, GRENVILLE AND LANARK**DISTRICT HEALTH UNIT**

458 Laurier Blvd

Brockville K6V 7A3

General Inquiry (613)345-5685

MIDDLESEX-LONDON HEALTH UNIT

50 King St

London N6A 5L7

General Inquiry (519)663-5317

MUSKOKA-PARRY SOUND HEALTH**UNIT**

70 Pine St

Bracebridge P1L 1N3

General Inquiry (705)645-4471

NIAGARA REGIONAL AREA HEALTH**UNIT**

573 Glenridge Ave

PO Box 3040

St Catharines L2T 4C2

General Inquiry (905)688-3762

NORTH BAY AND DISTRICT HEALTH**UNIT**

681 Commercial St

North Bay P1B 4E7

General Inquiry (705)474-1400

NORTHWESTERN HEALTH UNIT

21 Wolsley St

Kenora P9N 3W7

General Inquiry (807)468-3147

OTTAWA (CITY OF) HEALTH UNIT

495 Richmond Rd

Ottawa K2A 4A4

General Inquiry (613)722-2328

OXFORD COUNTY HEALTH UNIT

410 Buller St

Woodstock N4S 4N2

General Inquiry (519)539-9800

PEEL REGIONAL HEALTH UNIT

Suite 102, 44 Peel Centre Dr

Brampton L6T 4B5

General Inquiry (905)791-7800

PERTH DISTRICT HEALTH UNIT

553 West Gore St

Stratford N5A 1L4

General Inquiry (519)271-7600

PETERBOROUGH COUNTY - CITY**HEALTH UNIT**

10 Hospital Dr

Peterborough K9J 8M1

General Inquiry (705)743-1000

PORCUPINE HEALTH UNIT

169 Pine St S

PO Bag 2012

Timmins P4N 8B7

General Inquiry (705)267-1181

RENFREW COUNTY AND DISTRICT**HEALTH UNIT**

7 International Dr

Pembroke K8A 6W5

General Inquiry (613)732-3629

SIMCOE COUNTY DISTRICT HEALTH**UNIT**

15 Sperling Dr

Barrie L4M 6K9

General Inquiry (705)721-7330

SUDBURY AND DISTRICT HEALTH UNIT

1300 Paris St

Sudbury P3E 3A3

General Inquiry (705)522-9200

THE DISTRICT OF ALGOMA HEALTH**UNIT**

Civic Center

6th Flr, 99 Foster Dr

Sault Ste Marie P6A 5X6

General Inquiry (705)759-5287

THUNDER BAY DISTRICT HEALTH UNIT

999 Balmoral St

Thunder Bay P7B 6E7

General Inquiry (807)625-5900

TIMISKAMING HEALTH UNIT

221 Whitewood Ave

PO Box 1240

New Liskeard P0J 1P0

General Inquiry (705)647-4305

WATERLOO REGIONAL HEALTH UNIT

99 Regina St S

PO Box 1633

Waterloo N2J 4V3

General Inquiry (519)883-2000

WELLINGTON-DUFFERIN-GUELPH**HEALTH UNIT**

205 Queen St E

Fergus N1M 1T2

General Inquiry (519)843-2460

WINDSOR-ESSEX COUNTY HEALTH UNIT
 1005 Ouellette Ave
Windsor N9A 4J8
 General Inquiry (519)258-2146

YORK REGIONAL HEALTH UNIT
 Eaton Tower
 17250 Yonge St
 PO Box 147
Newmarket L3Y 6Z1
 General Inquiry (905)895-4511

AGENCIES, BOARDS AND COMMISSIONS

CANCER CARE ONTARIO

15th Flr, 620 University Ave
 Toronto M5G 2L7
 General Inquiry (416)971-9800
 Fax (416)971-6888
www.cancercare.on.ca
 8:30 - 5:00 ♿

Cancer Care Ontario is Ontario's authority on cancer information and care practices, and is responsible for monitoring and ensuring the quality of cancer care in the province. As the government's principal adviser on cancer issues, Cancer Care Ontario's mission is to ensure the best quality cancer information, prevention, diagnosis, treatment and supportive care for the people of Ontario. A knowledge and evidence-based organization, Cancer Care Ontario relies on science to guide its activities. In addition to working in partnership with hospitals providing cancer care across the province, Cancer Care Ontario directly manages the Ontario Breast Screening Program, the Ontario Cervical Screening Program, the Ontario Cancer Registry and the New Drug Funding Program, and runs a multifaceted program in cancer **research.**"

REGIONAL CANCER CENTRES

DURHAM REGIONAL CANCER CENTRE (OSHAWA)
 2nd Flr, 1 Hospital Court
Oshawa L1G 2B9
 General Inquiry (905)576-8711
 Fax (905)721-7761

GRAND RIVER REGIONAL CANCER CENTRE (KITCHENER)
 835 King St W
 PO Box 9056
Kitchener N2G 1G3
 General Inquiry (519)749-4370x5710
 Fax (519)749-4250 ♿

HAMILTON REGIONAL CANCER CENTRE
 699 Concession St
Hamilton L8V 5C2
 General Inquiry (905)387-9495
 Fax (905)575-6323 ♿


KINGSTON REGIONAL CANCER CENTRE
 25 King St W
Kingston K7L 5P9
 General Inquiry (613)544-2630
 Fax (613)544-9708 ♿


LONDON REGIONAL CANCER CENTRE
 790 Commissioners Rd E
London N6A 4L6
 General Inquiry (519)685-8600
 Fax (519)685-8614 ♿


NORTHEASTERN ONTARIO REGIONAL CANCER CENTRE (SUDBURY)
 41 Ramsey Lake Rd
Sudbury P3E 5J1
 General Inquiry (705)522-6237
 Fax (705)523-7328 ♿

NORTHWESTERN ONTARIO REGIONAL CANCER CENTRE (THUNDER BAY)
 290 Munro St
Thunder Bay P7A 7T1
 General Inquiry (807)343-1610
 Fax (807)345-7204 (Administration) ♿

OTTAWA REGIONAL CANCER CENTRE CIVIC DIVISION
 190 Melrose Ave
Ottawa K1Y 4K7
 General Inquiry (613)737-7700
 Fax (613)725-6310 ♿

**OTTAWA REGIONAL CANCER CENTRE -
GENERAL DIVISION**
503 Smyth Rd
Ottawa K1H 1C4
General Inquiry (613)737-7700
Fax (613)247-3510 


**TORONTO SUNNYBROOK REGIONAL
CANCER CENTRE**
2075 Bayview Ave
Toronto M4N 3M5
General Inquiry (416)480-5000
Fax (416)480-6002 

WINDSOR REGIONAL CANCER CENTRE
2220 Kildare Rd
Windsor N8W 2X3
General Inquiry (519)253-5253
Fax (519)255-8670 


COMMUNITY CARE ACCESS CENTRES (CCAC)


The creation of 43 CCACs across the province was completed on January 1, 1998. The CCACs consolidated the services formerly provided by 38 home care programs and 36 placement coordination services. The CCACs provide a simplified service access point and are responsible for service information and referral to all **long-term care** services, including volunteer-based **community** services; coordinated service planning and monitoring; eligibility determination for professional and homemaking/personal support services provided at home and in schools; case management; and placement coordination services for long-term care facilities (**nursing homes** and homes for the aged). CCACs are governed by independent, incorporated non-profit boards of directors, accountable through service agreements to the ministry.


CCAC ALGOMA
2nd Flr, 390 Bay St
Sault Ste Marie P6A 1X2
General Inquiry (705)949-1650
Toll Free 1-800-668-7705
Fax (705)949-1663
8:00 - 9:00


CCAC DURHAM
5th Flr, 209 Dundas St E
Whitby L1N 7H3
General Inquiry (905)430-3308
Toll Free 1-800-263-3877
Fax (905)430-3297
8:30 - 4:30 


CCAC BRANT
274 Colborne St
Brantford N3T 2H5
General Inquiry (519)759-7752
Toll Free 1-866-759-7752 (Administration)
Fax (519)759-1370
8:00 - 5:00

CCAC EAST YORK
Unit 1, 1 Leaside Park Dr
Toronto M4H 1R1
General Inquiry (416)423-3559
Fax (416)423-9800
8:30 - 4:30 

CCAC CHATHAM-KENT
750 Richmond St
PO Box 306
Chatham N7M 5K4
General Inquiry (519)436-2222
Fax (519)351-5057
8:30 - 4:30 

CCAC EASTERN COUNTIES
709 Cotton Mill St
Cornwall K6H 7K7
General Inquiry (613)936-1171
Toll Free 1-800-267-0852 (613 Area Code only)
Fax (613)933-9916
8:30 - 4:30 

CCAC COCHRANE DISTRICT
Suite 302, 60 Wilson Ave
Timmins P4N 2S7
General Inquiry (705)267-7766
Toll Free 1-888-668-2222
Fax (705)267-7795
8:30 - 4:30 

CCAC ELGIN
294 Talbot St
St Thomas N5P 4E3
General Inquiry (519)631-9907x112
Toll Free 1-800-563-3098
Fax (519)631-2236
8:30 - 4:30 

CCAC ETOBICOKE

Suite 101, 401 The West Mall

Etobicoke M9C 5J5

General Inquiry (416)626-2222

Fax (416)626-9683

8:30 - 4:30

CCAC GREY BRUCE


255 18th St W

Owen Sound N4K 6Y1

General Inquiry (519)371-2112

Toll Free 1-800-371-2112

Fax (519)371-5612

8:30 - 4:30 **CCAC HALDIMAND - NORFOLK**


76 Victoria St

Simcoe N3Y 1L5

General Inquiry (519)426-7400

Toll Free 1-800-265-8068

Fax (519)426-7622

8:30 - 4:30 **CCAC HALIBURTON,
NORTHUMBERLAND AND VICTORIA**


108 Angeline St S

Lindsay K9V 3L5

General Inquiry (705)324-9165

Toll Free 1-877-468-5544

Fax (705)324-0884

8:30 - 4:30 **CCAC HALTON**

4th Flr, 440 Elizabeth St


Burlington L7R 2M1

General Inquiry (905)639-5228

Toll Free 1-800-810-0000 (Within Area Codes

905 and 519)

Fax (905)639-5320

8:30 - 4:30 **CCAC HAMILTON-WENTWORTH**


310 Limeridge Rd W

Hamilton L9C 2V2

General Inquiry (905)523-8600

Toll Free 1-800-450-8002

Fax (905)528-1883


8:30 - 4:30 **CCAC HASTINGS AND PRINCE EDWARD
COUNTIES**

Bayview Mall

470 Dundas St E

Belleville K8N 1G1

General Inquiry (613)966-3530

Fax (613)966-0996 **CCAC HURON**

163 Princess St E

PO Box 459

Clinton N0M 1L0

General Inquiry (519)482-3411

Toll Free 1-800-267-0535 (Area code 519 only)

Fax (519)482-3382

**CCAC KENORA AND RAINY RIVER
DISTRICTS**


2nd Flr, 21 Wolsey St

Kenora P9N 3W7

General Inquiry (807)467-4757

Toll Free 1-877-661-6621

Fax (807)468-1437


8:30 - 4:30 **CCAC KINGSTON, FRONTENAC,
LENNOX AND ADDINGTON**

Suite 101, 471 Counter St

Kingston K7M 8S8

General Inquiry (613)544-7090

Fax (613)544-1494

8:30 - 4:30 **CCAC LANARK, LEEDS AND
GRENVILLE**


52 Abbott St N

Smiths Falls K7A 1W3

General Inquiry (613)283-8012

Toll Free 1-800-267-6041

Fax (613)283-0308

8:30 - 6:30 **CCAC LONDON AND MIDDLESEX**

356 Oxford St W

London N6H 1T3

General Inquiry (519)473-2222

Toll Free 1-800-811-5146

Fax (519)472-4045

8:30 - 4:30

CCAC MANITOULIN-SUDBURY


1760 Regent St

Sudbury P3E 3Z8

General Inquiry (705)522-3461

Toll Free 1-800-461-2919

Fax (705)522-3855

8:30 - 4:30 

CCAC MUSKOKA EAST PARRY SOUND


3 N, 354 Muskoka Rd

Huntsville P1H 1H7

General Inquiry (705)789-6451

Toll Free 1-800-263-2805

Fax (705)789-1982

8:00 - 4:00 **CCAC NEAR NORTH (NIPISSING)**


3rd Flr, 101 McIntyre St W

North Bay P1B 2Y5

General Inquiry (705)476-2222

Toll Free 1-888-533-2222

Fax (705)474-0080

8:30 - 4:30 **CCAC NIAGARA**


509 Glendale Ave

Niagara-On-The-Lake L0S 1J0

General Inquiry (905)684-9441

Toll Free 1-800-263-5480

Fax (905)684-8463

8:00 - 4:30 **CCAC NORTH YORK**

7th Flr, 45 Sheppard Ave E

Willowdale M2N 5W9

General Inquiry (416)222-2241

Fax (416)229-6809

8:30 - 6:00

CCAC OTTAWA-CARLETON


Suite 100, 4200 rue Labelle

Ottawa K1J 1J8

General Inquiry (613)745-5525

Toll Free 1-800-538-0520

Fax (613)745-6984


8:30 - 4:30 **CCAC OXFORD**

1147 Dundas St

Woodstock N4S 8W3

General Inquiry (519)539-1284

Fax (519)539-0065

8:30 - 4:30 **CCAC PEEL**


3rd Flr, 199 County Court Blvd

Brampton L6W 4P3

General Inquiry (905)796-0040

Toll Free 1-888-733-1177

Fax (905)796-0348

8:30 - 4:30 **CCAC PERTH COUNTY**


65 Lorne Ave E

Stratford N5A 6S4

General Inquiry (519)273-2222

Toll Free 1-800-269-3683

Fax (519)273-2139

8:45 - 5:00 **CCAC PETERBOROUGH**


Suite 202, 700 Clonsilla Ave

Peterborough K9J 5Y3

General Inquiry (705)743-2212

Toll Free 1-888-235-7222

Fax (705)743-9559

8:30 - 4:30 **CCAC RENFREW COUNTY**


Suite B, 7 International Dr

Pembroke K8A 6W5

General Inquiry (613)732-7007

Toll Free 1-888-421-2222

Fax (613)732-3522

8:30 - 4:30 **CCAC SARNIA LAMBTON**

1433 London Rd


PO Box 185

Sarnia N7T 7H9

General Inquiry (519)542-4444

Toll Free 1-800-265-1445

Fax (519)542-3116


8:00 - 4:30 **CCAC SCARBOROUGH**

3rd Flr, 1940 Eglinton Ave E

Scarborough M1L 4R1

General Inquiry (416)750-2444

Fax (416)750-8234

8:30 - 8:00 **CCAC SIMCOE COUNTY**


Suite 100, 15 Sperling Dr

Barrie L4M 6K9

General Inquiry (705)721-8010

Toll Free 1-888-721-2222

Fax (705)722-5237

8:30 - 4:30 **CCAC THE DISTRICT OF THUNDER BAY**


Suite 200, 1159 Alloy Dr

Thunder Bay P7B 6M8

General Inquiry (807)345-7339

Toll Free 1-800-626-5406

Fax (807)345-8868

8:30 - 4:30 

CCAC TIMISKAMING

111 Burnside Dr


PO Box 520

Kirkland Lake P2N 3J5

General Inquiry (705)567-2222

Toll Free 1-888-546-2222

Fax (705)567-9407


8:30 - 4:30 **CCAC TORONTO**

Ground Flr Unit 5, 250 Dundas St W

Toronto M5T 2Z5

General Inquiry (416)506-9888

Fax (416)506-0374

8:30 - 8:00 **CCAC WATERLOO REGION**

4th Flr, 99 Regina St S


PO Box 1612

Waterloo N2J 4G6

General Inquiry (519)883-5576

(519)748-2222 (Voice Mail)

Fax (519)883-5555

8:30 - 4:30 **CCAC WELLINGTON-DUFFERIN**


Suite 201, 450 Speedvale Ave W

Guelph N1H 7G7

General Inquiry (519)823-2550

Toll Free 1-800-265-8338

Fax (519)823-8682

8:30 - 4:30 **CCAC WEST PARRY SOUND HEALTH CENTRE**


50 B Seguin St

Parry Sound P2A 1B4

General Inquiry (705)746-9352

Toll Free 1-800-440-6762

Fax (705)746-4812

8:00 - 4:00 **CCAC WINDSOR/ESSEX**


2nd Flr, 5415 Tecumseh Rd E

Windsor N8T 1C5

General Inquiry (519)258-8211

Toll Free 1-888-248-9978

Fax (519)258-6288

8:30 - 4:30 **CCAC YORK**


1400 Castlefield Ave

Toronto M6B 4C4

General Inquiry (416)780-1919

(416)780-7870 (CEO)

Fax (416)780-1749

8:30 - 8:00 **CCAC YORK REGION**

Unit 1, 1100 Gorham St

Newmarket L3Y 7V1

General Inquiry (905)895-1240

Toll Free 1-888-470-2222 (Area Codes 905,

416, 705, 519)

Fax (905)853-6297


CONSENT AND CAPACITY BOARD

10th Flr, 151 Bloor St W

Toronto M5S 2T5

General Inquiry (416)327-4142

Fax (416)327-4207

8:30 - 5:00 

The Consent and Capacity Board has the authority to conduct **hearings** under the **Mental Health Act**, the **Health Care Consent Act**, the **Long-Term Care Act** and the **Substitute Decisions Act**. Area of adjudication include: capacity to consent to treatment, admission to a care facility or a personal assistance service; review of a decision to admit an incapable person to a hospital, **psychiatric** facility or long-term care facility for the purpose of treatment; review of involuntary status (civil committal to a psychiatric facility); review of a finding of incapacity to manage property or to access and allow others access to clinical **records**; and review of statutory guardianship for property. With the passage of Bill 68, also known as Brian's Law, in fiscal 2000/2001 the Board has been given important additional responsibilities in protecting the rights of individuals placed on Community Treatment Orders.

REGIONAL OFFICES**HAMILTON/GUELPH REGIONAL OFFICE**

Suite 200, 1 James St S

Hamilton L8P 4R5

General Inquiry (905)308-9612

Fax (905)522-4357

KINGSTON REGIONAL OFFICE

Suite 201 A, 837 Princess St

Kingston K7L 1G8

General Inquiry (613)530-1081

Fax (613)530-2653

LONDON REGIONAL OFFICE

Main Flr, 300 Dundas St

PO Box 3131

London N6A 4H9

General Inquiry (519)438-7811

Fax (519)660-1525

NORTH BAY REGIONAL OFFICE

140 Main St W

PO Box 97

North Bay P1B 8G8

General Inquiry (705)494-8450

Fax (705)474-1762

OTTAWA REGIONAL OFFICE

Minto Pl

Suite 900, 427 Laurier Ave W

Ottawa K1R 7Y2

General Inquiry (613)565-6368

Fax (613)565-9605

PENETANGUISHENE REGIONAL OFFICE

34-A Clapperton St

Barrie L4M 3E7

General Inquiry (705)733-3959

Fax (705)733-8268

SUDBURY REGIONAL OFFICE

164 Elm St

Sudbury P3C 1T7

General Inquiry (705)673-4614

Fax (705)673-7293

THUNDER BAY REGIONAL OFFICE

235 Syndicate Ave S

Thunder Bay P7E 1E1

General Inquiry (807)625-0264

Fax (807)625-0265

TORONTO REGIONAL OFFICE

10th Flr, 151 Bloor St W

Toronto M5S 2T5

General Inquiry (416)924-4961

Fax (416)924-8873

DISTRICT HEALTH COUNCILS

The **District Health Councils** are planning and advisory bodies responsible at arm's length to the Minister of Health and Long-Term Care, established by Order-in-Council under the Ministry of Health Act. Councils research, identify and plan for district health needs, coordinate health planning activities and cooperate in social development activities for their district. There are 16 geographically defined councils (listed separately) representing all Ontario residents. Councils are composed of 15 to 20 volunteer members appointed by Order-in-Council for a maximum of two three-year terms. The membership is composed of consumer, provider and local government representatives supported by a small number of staff. Councils are supported by a number of committees composed of council members and community health services provider and consumer members.


ALGOMA, COCHRANE, MANITOULIN AND SUDBURY DISTRICT HEALTH COUNCIL

Unit 15, 2140 Regent St S

Sudbury P3E 5S8

General Inquiry (705)675-5654

Fax (705)675-2870


8:30 - 4:30 **CHAMPLAIN DISTRICT HEALTH COUNCIL**

Suite 350, 955 Green Valley Cres

Ottawa K2C 3V4

General Inquiry (613)723-1440

Fax (613)723-5162

8:30 - 4:30 

**DURHAM, HALIBURTON, KAWARTHA
AND PINE RIDGE DISTRICT HEALTH
COUNCIL**

Suite 300, 159 King St
PO Box 544

Peterborough K9J 2R8

General Inquiry (705)748-2992

Fax (705)748-9600

8:30 - 4:30 ♿

**ESSEX, KENT AND LAMBTON DISTRICT
HEALTH COUNCIL**

Unit 720, 4510 Rhodes Dr

Windsor N8W 5K5

General Inquiry (519)944-5888

Fax (519)944-0619

8:30 - 4:30 ♿

**GRAND RIVER DISTRICT HEALTH
COUNCIL**

Suite 2, 155 Lynden Rd

Brantford N3R 8A7

General Inquiry (519)756-1330

Fax (519)756-6013

8:30 - 4:30 ♿

**GREY BRUCE HURON PERTH DISTRICT
HEALTH COUNCIL**

235 St George St

PO Box 610

Mitchell N0K 1N0

General Inquiry (519)348-4498

Fax (519)348-9749

8:30 - 4:30 ♿

**HALTON - PEEL DISTRICT HEALTH
COUNCIL**

Suite 600, 6711 Mississauga Rd

Mississauga L5N 2W3

General Inquiry (905)814-5995

Fax (905)814-4835

8:30 - 4:30 ♿

**HAMILTON DISTRICT HEALTH
COUNCIL**

Suite 301, 10 George St

Hamilton L8P 1C8

General Inquiry (905)570-1441

Fax (905)570-1202

8:30 - 4:30 ♿

**MUSKOKA, NIPISSING, PARRY SOUND
AND TIMISKAMING DISTRICT HEALTH
COUNCIL/DBA NORTHERN SHORES**

DHC

Suite 401, 222 McIntyre St W

North Bay P1B 2Y8

General Inquiry (705)494-9126

Fax (705)494-9127

8:30 - 4:30 ♿

NIAGARA DISTRICT HEALTH COUNCIL

Suite 2, 3550 Schmon Pky

Thorold L2V 4Y6

General Inquiry (905)682-7000

Fax (905)682-7772

8:30 - 4:30 ♿

**NORTHWESTERN ONTARIO DISTRICT
HEALTH COUNCIL**

1093 Barton St

Thunder Bay P7B 5N3

General Inquiry (807)623-6131

Fax (807)623-0355

8:30 - 4:30 ♿

**SIMCOE YORK DISTRICT HEALTH
COUNCIL**

Suite 300, 1091 Gorham St

Newmarket L3Y 7V1

General Inquiry (905)830-9899

Fax (905)830-9903

8:30 - 4:30 ♿

**SOUTHEASTERN ONTARIO DISTRICT
HEALTH COUNCIL**

Suite 400, 471 Counter St

Kingston K7M 8S8

General Inquiry (613)549-5253

Fax (613)542-9223

8:30 - 4:30 ♿

**THAMES VALLEY DISTRICT HEALTH
COUNCIL**

Suite 105, 100 Collip Cir

London N6G 4X8

General Inquiry (519)858-5015

Fax (519)858-5016

8:30 - 4:30 ♿

TORONTO DISTRICT HEALTH COUNCIL

Suite 200, 4141 Yonge St


Toronto M2P 2A8

General Inquiry (416)222-6522


Fax (416)222-5587

8:30 - 4:30 ♿

WATERLOO REGION - WELLINGTON -
DUFFERIN DISTRICT HEALTH COUNCIL
Unit 118, 251 Woodlawn Rd W
Guelph N1H 8J1


General Inquiry (519)836-7440
Fax (519)836-7177
8:30 - 4:30 

DRUG QUALITY AND THERAPEUTICS COMMITTEE

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8109 


The **Drug** Quality and Therapeutics Committee (DQTC) provides independent and specialized advice to the Minister of Health and Long-Term Care and the Drug Programs Branch on drug-related issues. The committee evaluates both the therapeutic value and cost effectiveness of brand name drugs submitted for reimbursement under the Ontario Drug Benefit Program, and makes recommendations on the interchangeability of generic drug products. The DQTC also provides advice to the Ministry, on a case-by-case basis, about coverage on thousands of requests received each year for drugs not listed by the program.

HEALING ARTS RADIATION PROTECTION COMMISSION (HARP)

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7952
Fax (416)327-8805 


The Healing Arts **Radiation** Protection Commission (HARP) is established under the provisions of the HARP Act. The commission advises the Minister of Health and Long-Term Care on matters relating to radiation safety, approves training courses in the operation of **X-ray** machines and is responsible for the X-ray Safety Code prescribed under the Act. Seven advisory committees representing chiropractors, dentistry, radiologists, medical physicists, chiropody, medical radiological technologists and radiation therapy assist the commission in developing regulations and guidelines to ensure the safe use of x-radiation. Activities and information on the commission and its advisory committees are detailed in the commission's annual report.

COLLEGE OF MIDWIVES OF ONTARIO

8th Flr, 55 St Clair Ave W
Toronto M4V 3C3
General Inquiry (416)327-0874
Fax (416)327-8219
9:00 - 5:00 

The College of Midwives of Ontario is the regulatory organization for the profession of **midwifery**.


HEALTH BOARDS SECRETARIAT

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:30 - 4:30 

The Health Boards Secretariat (HBS) provides corporate administrative, financial and case management services, and policy analysis and support quasi-judicial, province-wide appeal and review tribunals (established under a variety of statutes) and financial reimbursement services to


Order-in-Council (OIC) appointees and to 23 health-related agencies, boards and commissions (ABCs).

HEALTH PROFESSIONS APPEAL AND REVIEW BOARD

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:30 - 4:30 

The **Health Professions Appeal** and Review Board reviews decisions of the **complaints** committees of 23 self-regulating colleges pursuant to the provisions of the Regulated Health Professions Act, 1991(RHPA), and the **Veterinarians Act**. It as well reviews or conducts **hearings** regarding applications for **registration** to the 23 self-regulating colleges, pursuant to the provisions of the RHPA, and the Veterinarians Act. It also conducts hearings regarding decisions of governing bodies of **hospitals** concerning hospital privileges and appointments to hospital medical staff, pursuant to the provisions of the Public Hospitals Act.

HEALTH SERVICES APPEAL AND REVIEW BOARD

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:30 - 4:30 

The **Health Services Appeal** and Review Board conducts appeals and reviews under fourteen different statutes that are enumerated below. The decisions being appealed to or reviewed by the Board include, but are not limited to, decisions of the Ontario **Health Insurance Plan** respecting eligibility and payment; decisions of agencies under the Long-Term Care Act respecting eligibility for service; orders of the Medical Officer of Health or public health inspectors; decisions of the Director with respect to licensing under the Nursing Homes Act; determinations of the placement coordinator respecting eligibility for admission to an approved charitable home for the aged; and, decisions of the Director with respect to licensing of independent health facilities.

MEDICAL ELIGIBILITY COMMITTEE

2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6405

This Medical Eligibility Committee is required under the **Health Insurance Act (HIA)** to deal with the eligibility of insured services (i.e., the medical necessity of an insured service provided to an insured person), as well as other matters assigned to it by the act or the regulation or by the minister. This committee makes recommendations to the general manager with respect to these decisions. The Provider Services Branch provides secretarial services to this committee.


MEDICAL REVIEW COMMITTEE

80 College St
Toronto M5G 2E2
General Inquiry (416)967-2600

The existence of the **Medical Review Committee** is legislated by the **Health Insurance Act (HIA)**. In some circumstances, the HIA gives the General Manager of **OHIP** authority to determine that payment for **claims** should be refused, reduced or repaid, and a physician may request that this committee review the matter. The General Manager also may refer a physician to this committee

for investigation of apparent irregularities in fee-for-service claims, and then take recovery action where the committee's decision identifies that the physician received payment for incorrect claims.

ONTARIO MENTAL HEALTH FOUNDATION

Suite 508, 489 College St
Toronto M6G 1A5
General Inquiry (416)920-7721
Fax (416)920-0026
www.omhf.on.ca 

The Ontario **Mental Health** Foundation (OMHF) provides **grants** and **fellowships** for mental health **research**. The foundation supports specific projects, post-doctoral students, and post-graduate independent research. Application guidelines are available from the foundation.

ONTARIO REVIEW BOARD

10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8866
Fax (416)327-8867
8:30 - 4:30

The Ontario Review Board reviews the status of each accused who has been found to be not criminally responsible or unfit to stand trial for criminal **offences** on account of a mental disorder.

TRILLIUM GIFT OF LIFE NETWORK

Suite 1440, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)363-4001
Toll Free 1-800-263-2833 (Consumer Information)
Fax (416)363-4002
www.giftoflife.on.ca

Trillium Gift of Life Network is Ontario's central organ and tissue **donation** agency. As outlined by the Trillium Gift of Life Network Act, the Network's mandate includes: planning, promoting, coordinating and supporting activities relating to the donation of organs and tissue for transplant; planning, promoting, coordinating and supporting activities relating to education or research in connection with the donation of organs and tissue; and advising the Minister of Health and Long-Term Care on matters relating to the donation of organs and tissue.

ACTS

Alcoholism and Drug Addiction Act
Ambulance Act
Audiology and Speech-Language Pathology Act
Cancer Act
Cancer Remedies Act
Charitable Institutions Act
Chiropractic Act
Chiropractic Act
Community Psychiatric Hospitals Act
Dental Hygiene Act, 1991
Dental Technology Act, 1991
Dentistry Act, 1991
Denturism Act, 1991
Development Services Act (Long-term care programs and services)

Dietetics Act, 1991
Drug Interchangeability and Dispensing Fee Act
Drug and Pharmacies Regulation Act
Drugless Practitioners Act
Elderly Persons Centres Act
Fluoridation Act
General Welfare Assistance Act (long-term care programs and services only)
Healing Arts Radiation Protection Act
Health Cards and Numbers Control Act, 1991
Health Care Accessibility Act
Health Care Consent Act
Health Facilities Special Orders Act
Health Insurance Act
Health Protection and Promotion Act
Homemakers and Nurses Services Act
Homes for Retarded Persons Act (long-term care programs and services)
Homes for Special Care Act
Homes for the Aged and Rest Homes Act
Human Tissue Gift Act
Hypnosis Act
Immunization of School Pupils Act
Independent Health Facilities Act
Laboratory and Specimen Collection Centre Licencing Act
Long Term Care Act, 1994
Massage Therapy Act
Medical Laboratory Technology Act, 1991
Medical Radiation Technology Act, 1991
Medicine Act, 1991
Mental Health Act
Mental Hospitals Act
Midwifery Act, 1991
Ministry of Community and Social Services Act (sections 11.1 and 12 re: long-term care programs and services only)
Ministry of Health Act
Municipal Health Services Act
Nursing Act, 1991
Nursing Homes Act
Occupational Therapy Act
Ontario Drug Benefit Act
Ontario Medical Association Dues Act, 1991
Ontario Mental Health Foundation Act
Opticianry Act, 1991
Optometry Act, 1991
Pharmacy Act, 1991
Physician Services Delivery Management Act, 1995
Physiotherapy Act, 1991
Private Hospitals Act
Psychology Act, 1991
Public Hospitals Act
Regulated Health Professions Act, 1991
Respiratory Therapy Act, 1991
Tobacco Control Act, 1994
Trillium Gift of Life Network Act
War Veterans Burial Act


MINISTRY OF INTERGOVERNMENTAL AFFAIRS

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4800
www.mia.gov.on.ca

The Ministry of Intergovernmental Affairs (MIA) provides the government of Ontario with strategic advice and expertise pertaining to its relations with other jurisdictions in Canada. MIA advises the government on the conduct of Ontario's relations with the federal government and other provinces and territories on major intergovernmental issues, and on national unity and constitutional matters. The ministry works to ensure that the government plays a constructive role in strengthening the Canadian federation and preserving national unity, while promoting a strong and prosperous Ontario. The ministry consists of two units: Office of Strategic Intergovernmental Advice, and Administrative Coordination.


DEPUTY MINISTER'S OFFICE

ADMINISTRATIVE COORDINATION

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4785
Fax (416)325-4773 

Administrative Coordination manages the planning and allocation of ministry resources; prepares the ministry's estimates; monitors and reports on expenditures. It also performs the liaison function between the ministry and the Ministry of Enterprise, Opportunity and Innovation on all administrative matters including the impact and implementation of government-wide management policies and programs.

OFFICE OF STRATEGIC INTERGOVERNMENTAL ADVICE

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4800
Fax (416)325-4788
Fax (416)325-9702 (ADM's Office) 

The Office of Strategic Intergovernmental Advice provides strategic policy, negotiating and communications advice to the Ontario government on leading intergovernmental issues. At any given time, Ontario is involved in a number of complex, **federal-provincial** and **interprovincial** policy and program issues. The Office's role is to provide provincial decision-makers with counsel and guidance on a coordinated strategy of managing these diverse issues, in order to maximize Ontario's success in attaining its intergovernmental objectives. It advises the government on national unity, the constitution, Ontario's role in the federation, and also coordinates Ontario's participation in major federal-provincial and interprovincial meetings and conferences such as First Ministers' Meetings, the Annual Premiers' Conference, and meetings of the Ministerial Council on Social Policy Renewal. It also assists ministries in their intergovernmental relations.

ACTS

Ministry of Intergovernmental Affairs Act

MINISTRY OF LABOUR

400 University Ave

Toronto M7A 1T7

(416)326-7160 (Employment Standards)


(416)326-7770 (Occupational Health & Safety)

Toll Free 1-800-531-5551 (Employment Standards)

Toll Free 1-800-268-8013 (Occupational Health & Safety)

Fax (416)326-6546 (On-Demand)

www.gov.on.ca/lab

8:30 - 5:00 

Established in 1919 to develop and enforce labour legislation, the Ministry of Labour's mission is to advance safe, fair and harmonious workplace practices that are essential to the social and economic well-being of the people of Ontario. Through the ministry's core businesses of occupational health and safety, employment rights and responsibilities, labour relations and internal administration, the ministry's mandate is to set, communicate and enforce workplace standards while encouraging greater workplace self-reliance. A range of specialized agencies, boards and commissions assist the ministry in its work.

DEPUTY MINISTER'S OFFICE


COMMUNICATIONS AND MARKETING BRANCH

14th Flr, 400 University Ave

Toronto M7A 1T7

(416)326-7405 (Media Relations Line)

Fax (416)314-5809

8:30 - 5:00 

The Communications and Marketing Branch informs the public, client groups, and the media about the ministry's activities. The branch consists of four units: Strategic Communications, Issues Management and Stakeholder Relations, French Language Services and Employee Communications, and Correspondence.


STRATEGIC COMMUNICATIONS

12th Flr, 400 University Ave

Toronto M7A 1T7


General Inquiry (416)326-7400

Fax (416)326-7406

8:30 - 5:00 


Strategic Communications supports the Minister, Deputy Minister, program areas and regional offices through the development and execution of strategic communications plans. The Unit develops communication plans; produces and distributes materials such as speeches, statements and news releases on ministry activities and provides marketing expertise to promote ministry initiatives. The Unit is also responsible for media relations, stakeholder relations and for the planning and executing of Minister and ministry events.

INSPECTIONS, INVESTIGATIONS AND ENFORCEMENT SECRETARIAT

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-9622
Fax (416)326-9624
8:30 - 5:00 


The Inspections, Investigations and Enforcement Secretariat was created in 1999 to address the need for policy coherence, service integrity and improved system capacity across compliance ministries. Using a distributive leadership model, the Secretariat provides policy advice and coordination expertise to interministerial teams working horizontally on projects designed to enhance public protection and economic prosperity in Ontario. The Secretariat also develops and coordinates shared training and learning for II&E staff and seeks out opportunities to share information through developing communities of practice and eBusiness solutions.

ISSUES MANAGEMENT

14th Fl, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7600
Fax (416)314-5809
8:30 - 5:00 


Issues Management is responsible for identifying, developing and coordinating ministry responses to critical issues through the preparation of information used by the Minister in the legislature such as House Notes and Issue Notes.

LEGAL SERVICES BRANCH

11th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7959
(416)326-7950 (After Hours Directory)
Fax (416)326-7985
8:30 - 5:00 


The Legal Services Branch provides general legal services to the ministry. Those services include advising ministry staff on the interpretation of ministry statutes (such as the Occupational Health and Safety Act and the Employment Standards Act) and regulations, representing the ministry at tribunal hearings, prosecuting offences under ministry statutes, preparing ministry contracts; and drafting proposed ministry legislation, regulations, orders-in-council and other legal instruments. Legal Services Branch staff are employed by the Ministry of the Attorney General.

ECONOMICS AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-9400
(416)326-7111 (Help Desk)
Fax (416)326-9424
8:30 - 5:00 


The Economics and Business Cluster is responsible for providing information and information technology services to the Ministries of Consumer and Business Services; Enterprise, Opportunity and Innovation, Labour and Energy. The Cluster's mission is two-fold: to provide timely and cost effective support to the client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and secondly to further the Ontario Government's overall information and information technology strategy. This is achieved by providing the following services: business solutions; architecture and planning; application development and production support; and information technology operations and client support.

INTERNAL ADMINISTRATIVE SERVICES DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7586
Fax (416)326-7599
8:30 - 5:00 


The Internal Administrative Services Division coordinates and manages the business planning, human and financial resources, information and technology, controllership processes for the ministry; provides and manages administration services to ministry offices; coordinates the administration of ministry agencies; and provides direct services such as freedom of information. The Chief Administrative Officer also coordinates the internal audit function for the ministry.

FINANCE AND ADMINISTRATION BRANCH

10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7200
Fax (416)326-9069
8:00 - 5:00 


The Finance and Administration Branch is responsible for development of the ministry's strategic business and operational plans and performance measures, including the provision of business planning support to its agencies. The branch also provides expertise and advice on budget/controllership reporting issues and requirements to the ministry and central agencies. It develops and communicates financial and administrative policies, procedures, guidelines and best practices ensuring compliance through quality assurance/post audit activities; coordinates the provision of facilities, assets, risk management and printing services to the ministry and is responsible for contract and service management, negotiating service level/operating agreements with external service providers.

HUMAN RESOURCES BRANCH

10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7200
TTY (416)314-5811
Fax (416)326-7241
Fax (416)212-3833 (Job Ads Only)
8:30 - 5:00 


The Human Resources Branch provides a full range of service and advice to line managers and employees in all matters relating to human resource management, including policies and procedures, recruitment, classification, pay and benefits, staff relations, workplace practices, health and safety.

OPERATIONS DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7606
Fax (416)326-7599
8:30 - 5:00 


The Operations Division of the Ministry of Labour includes the Office of the Assistant Deputy Minister, two main offices and four regional offices. The Occupational Health and Safety Branch and Employment Practices Branch provide support to the staff delivering day-to-day operations in four autonomous regional offices.

EMPLOYMENT PRACTICES BRANCH

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-2450
Fax (416)326-7061
www.gov.on.ca/lab/es/ese.htm
8:30 - 5:00 

The Employment Practices Branch oversees and coordinates the Employment Standards Program, providing policy, procedural, technical and planning support to Ministry staff including the ministry's Regional Offices, which administer and enforce the Employment Standards Act, 2000.


EMPLOYMENT STANDARDS

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7160
Toll Free 1-800-531-5551 (Province-Wide Outside GTA)
Fax (416)314-8725
www.gov.on.ca/lab/main.htm
8:30 - 5:00 

The **Employment Standards Act, 2000** establishes minimum terms and conditions of employment called employment standards. Employment standards include rules on minimum wage, hours of work, overtime pay, paid public **holidays**, **vacation** time and vacation pay, equal pay for equal work, the prevention of **discrimination** in employment-provided benefit plans, **emergency** leave, **pregnancy** leave and parental leave, **lie detector** tests, termination notice or termination pay, **severance** pay, retail workers' right to refuse work on Sunday and Public Holidays, and special rules for the **women's** garment industry. Information about the Employment Standards Act, 2000 can be accessed through our website: <http://www.gov.on.ca/lab/es/ese.htm>. To file an employment


standards claim, or for more information, call the Ministry of **Labour** office in your area. See Regional Offices listing. Office locations can also be accessed through our website: <http://www.gov.on.ca/LAB/mol/minoffice.htm>.

OCCUPATIONAL HEALTH AND SAFETY BRANCH

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013 (Province-Wide)
Fax (416)326-7242
www.gov.on.ca/lab/ohs/ohse.htm
8:30 - 5:00 


The Occupational Health and Safety Branch provides program services related to the Construction Health and Safety Program, the Industrial Health and Safety Program and Mining Health and Safety Program. These services are provided through Regional and District Offices across the province. The programs enforce the Occupational Health and Safety Act and regulations made under the Act. They also administer sections of the Trades **Qualification** and **Apprenticeship** Act, Apprenticeship **Certification** Act, the Atomic Energy Act, and regulations for Uranium and Thorium Mining, and Mining and **X-ray** Safety. Professional and Specialized Services, the Radiation Protection Service and the Materials Testing Laboratory Service provide scientific and technical support to the programs. The branch also assists with the coordination of the development of occupational health and safety regulations.

CONSTRUCTION HEALTH AND SAFETY PROGRAM

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7242
8:30 - 5:00 

Within the jurisdiction of the **Occupational Health and Safety** Act, the **Construction** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among workers in the construction industry including **window cleaning** operations. The program expects **employers** and **employees** to assume primary responsibility for occupational health and safety in the **workplace**. Construction Health and Safety inspectors operate out of Regional and District Offices in Ontario. They inspect construction and window cleaning operations. **Diving** specialists administer the Diving Regulation. The Professional and Specialized Services provides support to these activities.


INDUSTRIAL HEALTH AND SAFETY PROGRAM

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7761
8:30 - 5:00 

Within the jurisdiction of the **Occupational Health and Safety** Act, the Industrial Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among workers in all sectors other than **construction** and mining. The program expects **employers** and **employees** to assume primary responsibility for occupational health and safety in the **workplace**. Industrial Health and Safety officers, operating out of Regional and District Offices


throughout the province inspect these establishments for compliance with Occupational Health and Safety Legislation. Professional and Specialized Services provides support to these activities.

INFORMATION AND ADMINISTRATIVE SERVICES

14th Flr, 655 Bay St
Toronto M7A 1T7
(416)326-7731 (Publication Sales)
Fax (416)326-7745 (Publication Sales)
8:30 - 5:00 


Information and Administrative Services supports the Occupational **Health and Safety** Information System and produces, publishes and distributes acts, regulations and other material for Occupational Health and Safety and Employment Practices.

MINING HEALTH AND SAFETY PROGRAM

Willet Green Miller Ctr Bldg B
933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5695
Fax (705)670-5698
8:30 - 5:00 


Within the jurisdiction of the **Occupational Health and Safety** Act, the **Mining** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among workers in the mining industry. This applies to **employees** and **employers** in open pits, **quarries**, **metallurgical operations**, sand, clay, shale and gravel pits, **aggregate** plants, peat workings, oil and gas exploration and **drilling**, and diamond drilling operations. The program expects employers and employees to assume primary responsibility for occupational health and safety in the **workplace**. Mining Health and Safety officers operate out of some regional and district offices in Ontario. They inspect workplaces in the mining industry for compliance with the legislation. They investigate refusals to work, **complaints**, **fatalities** and serious **accidents**. Professional and Specialized Services provides technical expertise to the inspectors.

MATERIALS TESTING LABORATORY

Willet Green Miller Ctr Bldg C
933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5695
Fax (705)670-5710
8:30 - 4:30 

By statute, all wire ropes used in mine-**hoisting** installations must be tested by the **Materials** Testing Laboratory before use and at intervals during service.


PREVENTION STRATEGY UNIT

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7242
8:30 - 5:00 

The Prevention Strategy Unit of the OHSB coordinates, on behalf of the Ministry of Labour, the implementation of Ontario's strategy to reduce workplace injury and illness and make Ontario


workplaces the safest and healthiest in the world and serves as the Ministry's linkage with the rest of the injury and illness prevention system.

PROFESSIONAL AND SPECIALIZED SERVICES

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Fax (416)326-7761
8:30 - 5:00 

The Professional and Specialized Services unit identifies and reduces the risk of worker injury in the Ontario workplace through the contribution of professional knowledge on the anticipation, recognition, evaluation and control of occupational hazards. The service is composed of a multidisciplinary team of professionals who set, communicate and enforce standards; provide **health and safety** assessments of **chemicals**, notifiability of new chemical and biological agents, statistical analysis of occupational health data, and coordination of **training** programs. Professional and Specialized Services engineers provide engineering expertise to the Construction, Industrial and Mining Health and Safety Programs. Occupational health professionals including physicians, hygienists, ergonomists, scientists and **radiation** technologists provide consultations to help prevent occupational **diseases**.


RADIATION PROTECTION SERVICE

81A Resources Rd
Weston M9P 3T1
General Inquiry (416)235-5922
Fax (416)235-5926
8:30 - 4:30 


The **Radiation** Protection Service, which is the primary provincial source of expertise on all matters concerning exposure to radiation, evaluates and controls occupational exposure and provides assistance to other ministries and agencies on exposure of the public to radiation. The service also provides radioanalytical and field support for the Provincial Nuclear Emergency Plan.

REGIONAL OFFICES


CENTRAL REGIONAL OFFICE

Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
(416)326-7160 (GTA)
Toll Free 1-800-531-5551 (Employment Standards Inquiries)
Toll Free 1-800-268-8013 (Occupational Health and Safety Inquiries)
Fax (416)235-5355
8:30 - 5:00 


DISTRICT OFFICES

BARRIE
Courthouse
Suite 201, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)722-6642
Fax (705)726-3101
8:30 - 5:00 

DURHAM

67 Thornton Rd S
Oshawa L1J 5Y1
General Inquiry (905)433-9416
Toll Free 1-800-531-5551 (Employment Standards Inquiry)
Toll Free 1-800-991-7454 (Industrial Health & Safety Duty Desk)
Toll Free 1-800-263-1195
Fax (905)433-9843 (Employment Standards Program Assistant, Whitby)
8:30 - 5:00 

PEEL NORTH

4th Flr, 1290 Central Pky W
Mississauga L5C 4R3
General Inquiry (905)273-7800
Toll Free 1-800-268-2966
Fax (905)615-7078
8:30 - 5:00 


PEEL SOUTH

4th Flr, 1290 Central Pky W

Mississauga L5C 4R3

General Inquiry (905)273-7800

Fax (905)615-7098

8:30 - 5:00 **TORONTO EAST**


Unit 1, 2275 Midland Ave

Scarborough M1P 3E7

General Inquiry (416)314-5300

Fax (416)314-5405 (Health & Safety)

Fax (416)314-5410 (Employment Standards)

8:30 - 5:00 **TORONTO NORTH**


Bldg E

2nd Flr, 1201 Wilson Ave

Downsview M3M 1J8

General Inquiry (416)235-5330

Fax (416)235-5080

8:30 - 5:00 **TORONTO WEST**


Bldg E

2nd Flr, 1201 Wilson Ave

Downsview M3M 1J8

General Inquiry (416)235-5330

Fax (416)235-5090

8:30 - 5:00 **YORK**

Unit 102, 1110 Stellar Dr

Newmarket L3Y 7B7

General Inquiry (905)715-7020

Fax (905)715-7140

8:30 - 5:00

EASTERN REGIONAL OFFICE

Suite 200, 1111 Prince of Wales Dr

Ottawa K2C 3T2

General Inquiry (613)228-8050

(613)228-1299 (Employment Standards)

Toll Free 1-800-267-1916


Toll Free 1-800-268-8013 (Occupational

Health & Safety)

Toll Free 1-800-531-5551 (Employment

Standards)

Fax (613)727-2900

8:30 - 5:00 **DISTRICT OFFICES****KINGSTON**


Beechgrove Complex

51 Heakes Lane

Kingston K7M 9B1

General Inquiry (613)545-0989

Fax (613)545-9831


8:30 - 5:00 **OTTAWA EAST**

Suite 200, 1111 Prince of Wales Dr

Ottawa K2C 3T2

General Inquiry (613)228-8050

Fax (613)727-2900


8:30 - 5:00 **OTTAWA WEST**

Suite 200, 1111 Prince of Wales Dr

Ottawa K2C 3T2

General Inquiry (613)228-8050

Fax (613)727-2900

8:30 - 5:00 **PETERBOROUGH**

South Tower


3rd Flr, 300 Water St N

Peterborough K9J 8M5

General Inquiry (705)755-4700

Toll Free 1-800-461-1425

Fax (705)755-4724

8:30 - 5:00 **NORTHERN REGIONAL OFFICE**

Suite 301, 159 Cedar St

Sudbury P3E 6A5


Toll Free 1-800-461-6325 (Within Area Code

705)

Toll Free 1-800-531-5551 (Employment

Standards - Call Centre)

Fax (705)564-7435

8:30 - 5:00 **DISTRICT OFFICES****SAULT STE MARIE**

Roberta Bondar Pl

Suite 480, 70 Foster Dr

Sault Ste Marie P6A 6V4


General Inquiry (705)945-6600

Toll Free 1-800-531-5551 (Employment

Standards - Call Centre)

Toll Free 1-800-461-7268 (Health & Safety)

Fax (705)949-9796


8:30 - 5:00 

SATELLITE OFFICE - ELLIOT LAKE

2nd Flr, 50 Hillside Dr N

Elliot Lake P5A 1X4

General Inquiry (705)945-6600 (Sault Ste Marie)

Fax (705)848-8055 **SUDBURY EAST**

Suite 301, 159 Cedar St


Sudbury P3E 6A5

General Inquiry (705)564-7400

Toll Free 1-800-461-6325 (Health & Safety)

Toll Free 1-800-531-5551 (Employment Standards - Call Centre)

Fax (705)564-7076

8:30 - 5:00 **SUDBURY WEST**

Suite 301, 159 Cedar St


Sudbury P3E 6A5

General Inquiry (705)564-7400

Toll Free 1-800-461-6325 (Health & Safety)

Toll Free 1-800-531-5551 (Employment Standards - Call Centre)

Fax (705)564-7437

8:30 - 5:00 **THUNDER BAY**

Ontario Government Bldg

2nd Flr Suite 222, 435 James St S


Thunder Bay P7E 6S7

General Inquiry (807)475-1691

Toll Free 1-800-465-5016 (Health & Safety)

Toll Free 1-800-531-5551 (Employment Standards - Call Centre)

Fax (807)475-1646

8:30 - 5:00 **SATELLITE OFFICE - DRYDEN**

Ontario Government Bldg


479 Government Rd

Dryden P8N 3B3

General Inquiry (807)223-4898

Toll Free 1-800-465-5016 (Thunder Bay - 807 Area Code Only)

Fax (807)223-4344

8:30 - 5:00 **TIMMINS**

Ontario Government Complex D Wing

Hwy 101 E

PO Bag 3050


South Porcupine P0N 1H0

General Inquiry (705)235-1900

Toll Free 1-800-461-9847 (Health & Safety)

Toll Free 1-800-531-5551 (Employment Standards - Call Centre)

Fax (705)235-1925

8:30 - 5:00 **SATELLITE OFFICE - KAPUSKASING**


c/o Ministry of Natural Resources

Hwy 17 W

RR 2

Kapuskasing P5N 2Y3

Toll Free 1-800-461-9847 (Timmins)

Fax (705)335-8765 **WESTERN REGIONAL OFFICE**

Main Flr, 1 Jarvis St


Hamilton L8R 3J2

General Inquiry (905)577-6221

Toll Free 1-800-531-5551 (Employment Standards)

Toll Free 1-800-263-6906 (Occupational Health & Safety)

Fax (905)577-1200


8:30 - 5:00 **DISTRICT OFFICES****BRANT**

Main Flr, 1 Jarvis St

Hamilton L8R 3J2

General Inquiry (905)577-6221

Fax (905)577-1324


8:30 - 5:00 **HALTON**

Main Flr, 1 Jarvis St

Hamilton L8R 3J2

General Inquiry (905)577-6221

Fax (905)577-1324

8:30 - 5:00 **HAMILTON**

Main Flr, 1 Jarvis St


Hamilton L8R 3J2

General Inquiry (905)577-6221

Toll Free 1-800-531-5551 (Employment Standards)

Toll Free 1-800-263-6906 (Occupational Health & Safety)

Fax (905)577-1200

8:30 - 5:00 

KITCHENER/WATERLOO


Unit G213, 155 Frobisher Dr

Waterloo N2V 2E1

General Inquiry (519)885-3378

Toll Free 1-800-265-2468 (519 Area Code only)

Fax (519)883-5694

8:30 - 5:00 **LONDON NORTH**


5th Flr, 217 York St

London N6A 5P9

General Inquiry (519)439-2210

Toll Free 1-800-265-1676 (519 & 905 Area Codes)

Fax (519)672-0268

8:30 - 5:00 **LONDON SOUTH**


5th Flr, 217 York St

London N6A 5P9

General Inquiry (519)439-2210

Toll Free 1-800-265-1676 (519 & 905 Area Codes)

Fax (519)672-0268

8:30 - 5:00 **NIAGARA**

Garden City Tower


8th Flr, 301 St Paul St

St Catharines L2R 7R4

General Inquiry (905)704-3994

Toll Free 1-800-263-7260 (905 Area Code Only)

Fax (905)704-3011

8:30 - 5:00 **WINDSOR**

Ontario Government Bldg


Suite 610, 4510 Rhodes Dr

Windsor N8W 5K5

General Inquiry (519)256-8277

Toll Free 1-800-265-5140 (519 Area Code)

Fax (519)258-1321


8:30 - 5:00 **POLICY AND LABOUR MANAGEMENT SERVICES DIVISION**

14th Flr, 400 University Ave

Toronto M7A 1T7

General Inquiry (416)326-7558

Fax (416)326-7599

8:30 - 5:00 

The Policy and Labour Management Services Division, headed by an Assistant Deputy Minister (ADM), provides the Minister and senior officials with information, analysis and advice to assist in the development, adoption and implementation of policies, programs and legislation related to the workplace. The division also includes policy (including Cabinet liaison) coordination.


EMPLOYMENT AND LABOUR POLICY BRANCH

12th Flr, 400 University Ave

Toronto M7A 1T7


General Inquiry (416)326-9293

Fax (416)314-5855

8:30 - 5:00 


The Employment and Labour Policy Branch is accountable for policy development and legislation affecting employment rights and responsibilities (e.g. The Employment Standards Act, Pay Equity Act) and labour relations (e.g. the Labour Relations Act) in Ontario. As well, the branch conducts research and provides analysis and policy advice on MOL core business activities and OPS and BPS labour relations and employment standards.

LABOUR MANAGEMENT SERVICES

8th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7575
Fax (416)314-8755
8:30 - 5:00 


Labour Management Services (LMS) provides neutral third-party assistance to Ontario's labour-management community in the negotiation and administration of collective agreements, provides best practices advice on labour-management relationships, and provides **collective bargaining** information. The program is provided through the Office of the Director of LMS, Mediation Services, Arbitration Services and Collective Bargaining **Information Services** (CBIS). Mediation Services aims at promoting harmonious relationships between **employers** and **trade unions** by assisting them in negotiating collective agreements. CBIS offers research and information services to unions, management and government in the area of labour relations and collective bargaining, including regular reports on negotiated changes in wages and benefits provisions. Arbitration Services assists the Minister in carrying out the statutory responsibility for constituting boards of arbitration and appointing single arbitrators under various Acts.

ARBITRATION SERVICES

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1300
Fax (416)326-1329
8:30 - 5:00 


Arbitration Services assists the Minister of Labour in carrying out statutory responsibilities for constituting boards of arbitration and appointing single arbitrators under the **Labour Relations Act**, 1995, the Hospital Labour Disputes Arbitration Act, the Fire Protection and Prevention Act, 1997, and the Ambulance Services **Collective Bargaining Act**, 2001. The service is responsible for receiving and processing requests from **employers** and **trade unions** for the **appointment** of arbitrators and nominees to boards of arbitration. The service identifies individuals qualified to act under ministerial appointment, monitors the progress of arbitration proceedings and catalogues **awards** for public availability. The service maintains a roster of qualified **grievance** arbitrators, in association with the Labour-Management Advisory Committee, which advises the Minister on matters pertaining to arbitration.

COLLECTIVE BARGAINING INFORMATION SERVICES

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1260
Fax (416)326-1277
8:30 - 5:00 


Collective Bargaining Information Services collect, analyse and distribute information on approximately 10,000 collective bargaining relationships in Ontario. The service provides research and analytical support to a variety of clients including government, labour and management, school boards, law firms, negotiators and academics. The service compiles and analyses **labour relations** trends, collective bargaining outcomes, **wages** and **benefits**, and prepares a number of related reports. The service also maintains information on education sector grievance and interest arbitration awards. In addition to a labour relations/collective bargaining information database, an up-to-date collective agreements **library** is maintained and made available to clients.

COLLECTIVE AGREEMENTS LIBRARY

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1260
8:30 - 5:00 


The Collective Agreements Library houses collective agreements under Ontario jurisdiction, as well as other agreements affecting unionized employees in Ontario. The agreements are available to the public. Copies of collective agreements can be obtained for a fee.

MEDIATION SERVICES

8th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7358
Fax (416)326-7367
8:30 - 5:00 


Mediation Services aims to foster harmonious **labour relations** and to minimize disruption in the economy arising from **strikes** and **lockouts**. The service provides conciliation and mediation services in order to assist the parties in bargaining collective agreements. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts. The service also provides programs and assistance to assist the parties in improving their relationship, including best practices advice on labour-management relationships.

ONTARIO-QUEBEC JOBS PROTECTION OFFICE/ONTARIO-QUEBEC POLICY SECRETARIAT

Suite 202, 2378 Holly Lane
Ottawa K1V 7P1
General Inquiry (613)260-8351
Toll Free 1-888-998-9959 (Hotline)
Fax (613)260-8369
8:30 - 5:00 

The **Jobs** Protection Office (JPO) assists Ontario **construction** workers and **contractors** in resolving issues related to their ability to work in Quebec, further to bilateral agreements and measures adopted by Ontario and Quebec. It also coordinates enforcement efforts designed to ensure that Ontario legislation pertaining to construction contractors, occupational health and safety, retail sales tax and workplace insurance is complied with. The Ontario-Quebec Policy Secretariat provides development and support as well as program development to remove barriers that Ontario construction workers and contractors have experienced in trying to work in Quebec.

WORKPLACE INSURANCE, HEALTH AND SAFETY POLICY BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-9299
Fax (416)326-7650
8:30 - 5:00 

The Workplace Insurance, Health and Safety Branch leads development of corporate policy and regulations in occupational health and safety and workplace insurance. The branch also provides advice and conducts and coordinates research in these fields. It promotes linkages between injury and illness prevention and workplace insurance by working with partners in the ministry, Workplace Safety and Insurance Board, and designated health and safety entities.

AGENCIES, BOARDS AND COMMISSIONS

GRIEVANCE SETTLEMENT BOARD

The Dundas/Edward Ctr
Suite 600, 180 Dundas St W
Toronto M5G 1Z8
General Inquiry (416)326-1388
Fax (416)326-1396
8:00 - 5:00 ♿

The Public Service **Appeals** Board is the administrative structure that supports two adjudicative agencies: the Crown Employees **Grievance** Settlement Board and the Public Service Grievance Board.

OFFICE OF THE EMPLOYER ADVISER

Suite 704, 151 Bloor St W
Toronto M5S 1S4
General Inquiry (416)327-0020
Toll Free 1-800-387-0774
Fax (416)327-0726
www.gov.on.ca/lab/oea
8:30 - 5:00 ♿

The Office of the Employer Adviser (OEA) provides representation, advice and education to primarily those **employers** with fewer than 100 employees, on workplace safety **insurance** matters. Representation is provided in negotiations, **mediations**, **hearings** and **appeals** at the **Workplace Safety and Insurance** Board (WSIB) and the Workplace Safety and Insurance Appeals Tribunal (WSIAT). The Employer Adviser plays an important role in Ontario's workplace safety and insurance system by promoting the self-reliance of employers, and by resolving disputes in the workplace safety insurance system. The OEA is funded by premiums paid by employers to the WSIB. The OEA is an agency of the Ontario Ministry of Labour that operates independently from the Ministry and from the WSIB.

FIELD OFFICES

HAMILTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
Toll Free 1-800-387-0774
Fax (416)327-0726
8:30 - 5:00 ♿

LONDON
5th Flr, 217 York St
London N6A 5P9
Toll Free 1-800-387-0774
Fax (519)672-0268
8:30 - 5:00 ♿

OTTAWA
Assaly Bldg
2nd Flr, 1111 Prince of Wales Dr
Ottawa K2C 3T2
Toll Free 1-800-387-0774
Fax (613)727-2901
8:30 - 5:00 ♿

PETERBOROUGH
South Tower
3rd Flr, 300 Water St
Peterborough K9J 8M5
Toll Free 1-800-387-0774
Fax (705)932-4063
8:30 - 5:00 ♿

SAULT STE MARIE
Roberta Bondar Pl
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V8
Toll Free 1-800-387-0774
Fax (705)253-7181
8:30 - 5:00 ♿

SUDBURY
Suite 301, 159 Cedar St
Sudbury P3E 6A5
Toll Free 1-800-387-0774
Fax (705)564-7076
8:30 - 5:00 ♿

TORONTO

Suite 704, 151 Bloor St W

Toronto M5S 1S4

General Inquiry (416)327-0020

Toll Free 1-800-387-0774

Fax (416)327-0726

8:30 - 5:00 ♿

WATERLOO

Unit G, 155 Frobisher Dr

Waterloo N2V 2E1

Toll Free 1-800-387-0774

Fax (519)883-5694

8:30 - 5:00 ♿

WINDSOR

Suite 610, 4510 Rhodes Dr

Windsor N8W 5K5

Toll Free 1-800-387-0774

Fax (519)258-1321

8:30 - 5:00 ♿

OFFICE OF THE WORKER ADVISER

Suite 1300, 123 Edward St

Toronto M5G 1E2

Toll Free 1-800-435-8980 (Canada-Wide)

Toll Free French 1-800-661-6365 (Canada-Wide)

Fax (416)327-2237

www.gov.on.ca/lab/owa/home.htm

8:30 - 5:00 ♿

The Office of the Worker Adviser (OWA) advises, represents and educates injured **workers** with Workplace Safety & **Insurance Board** (WSIB) **claims** through all stages of the **Workplace Safety and Insurance** System, including **appeals** before the Workplace Safety & Insurance Board and Workplace Safety and Insurance Appeals Tribunal. OWA services are only available to workers who do not have a union to help them. A resource and **information service** focusing on Workplace Safety and Insurance issues is also available to the public. OWA service is provided outside Toronto through Regional Offices.

CENTRAL REGION

Bldg E

2nd Flr, 1201 Wilson Ave

Downsview M3M 1J8

General Inquiry (416)235-5677

8:30 - 5:00 ♿

DOWNSVIEW

Bldg E

2nd Flr, 1201 Wilson Ave

Downsview M3M 1J8

General Inquiry (416)235-5550

Toll Free 1-800-387-7495 (Canada-Wide)

Fax (416)235-5594

8:30 - 5:00 ♿

SUDBURY

Suite 304, 159 Cedar St

Sudbury P3E 6A5

General Inquiry (705)564-1621

Toll Free 1-800-461-6372 (Canada-wide)

Fax (705)564-4126

8:30 - 5:30 ♿

WATERLOO

Unit G (213), 155 Frobisher Dr

Waterloo N2V 2E1

General Inquiry (519)888-9063

Toll Free 1-800-265-2466 (Within Area Code 519)

Fax (519)883-5659

8:30 - 5:00 ♿

NORTHWEST REGION

3rd Flr Suite 335, 435 South James St

Thunder Bay P7E 6S7

General Inquiry (807)475-1215

8:30 - 5:00 ♿

ELLIOT LAKE

50 Hillside Dr N

Elliot Lake P5A 1X4

General Inquiry (705)848-6413

Toll Free 1-800-398-3228 (Within Area Codes 705 and 807)

Fax (705)848-2408

8:30 - 5:00 ♿

SAULT STE MARIE

Roberta Bondar Pl
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-5861
Toll Free 1-800-461-6023 (Province-Wide)
Fax (705)759-6788
8:30 - 5:00 ♿

THUNDER BAY

Ontario Government Bldg
Suite 335, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1280
Toll Free 1-800-465-3966 (Canada-Wide)
Fax (807)475-1283
8:30 - 5:00 ♿

TIMMINS

3rd Flr, Suite 303, 60 Wilson Ave
Timmins P4N 2S7
General Inquiry (705)268-3454
Toll Free 1-800-461-9854 (Canada-Wide)
Fax (705)267-3633
8:30 - 5:00 ♿

SOUTHWEST REGION

Suite 810, 495 Richmond St
London N6A 5A9
General Inquiry (519)873-4497
8:30 - 5:00

HAMILTON

1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-1301
Toll Free 1-800-263-9209 (Within Area Codes 905, 519 & 416)
Fax (905)540-9355
8:30 - 5:00 ♿

LONDON

Suite 810, 495 Richmond St
London N6A 5A9
General Inquiry (519)873-4490
Toll Free 1-800-265-7924 (Province-Wide)
Fax (519)873-4500
8:30 - 5:00 ♿

ST CATHARINES

Garden City Tower
9th Flr, 301 St Paul St
St Catharines L2R 3M8
General Inquiry (905)704-3945
Toll Free 1-800-414-4512 (Within Area Code 905)
Fax (905)704-3019
8:30 - 5:00 ♿

WINDSOR

Suite 601, 880 Ouellette Ave
Windsor N9A 1C7
General Inquiry (519)254-7558
Toll Free 1-800-265-5649 (Within Area Code 519)
Fax (519)254-1741
8:30 - 5:00 ♿

TORONTO AND EASTERN REGION

Suite 1300, 123 Edward St
Toronto M5G 1E2
General Inquiry (416)326-6690
8:30 - 5:00 ♿

MISSISSAUGA

Suite 512, 10 Kingsbridge Garden Cir
Mississauga L5R 3K6
General Inquiry (905)568-2359
Toll Free 1-800-267-3949 (Within Area Codes 905)
Fax (905)568-1086
8:30 - 5:00 ♿

OTTAWA

Suite 705, 11 Holland Ave
Ottawa K1Y 4S1
General Inquiry (613)728-2006
Toll Free 1-800-267-6599 (Within Area Code 613)
Fax (613)728-8052
8:30 - 5:00 ♿

SCARBOROUGH

Unit 3, 2275 Midland Ave
Scarborough M1P 3E7
General Inquiry (416)325-9846
Toll Free 1-800-268-4343 (Province-Wide)
Fax (416)325-9855
8:30 - 5:00 ♿

TORONTO


Suite 1300, 123 Edward St

Toronto M5G 1E2

General Inquiry (416)325-8570

Toll Free 1-800-660-6769 (Canada-Wide)

Fax (416)325-4830

8:30 - 5:00 


ONTARIO LABOUR RELATIONS BOARD

2nd Flr, 505 University Ave

Toronto M5G 2P1

General Inquiry (416)326-7500

Fax (416)326-7531

www.gov.on.ca/lab/olrb/home.htm8:00 - 5:00 

The Ontario **Labour Relations** Board is an independent, quasi-judicial tribunal that adjudicates matters under a variety of statutes. The Labour Relations Act, 1995 gives the Board power to deal with specific labour relations matters including: certification of a **trade union**, termination of a trade union's bargaining rights, **complaints** of unfair labour practices, and illegal **strikes** and **lockouts**. The Board also deals with certain applications under the **Occupational Health and Safety Act** and other statutes. The Board also hears **appeals** of orders or decisions of Ministry Health and Safety Inspectors and **Employment Standards** Officers.


EDUCATION RELATIONS COMMISSION/COLLEGE RELATIONS COMMISSION

2nd Flr, 505 University Ave

Toronto M5G 2P1

General Inquiry (416)326-7500

Fax (416)326-7531

www.gov.on.ca/lab/olrb/home.htm8:00 - 5:00 

The Education Relations Commission (ERC) was established in 1975 to support **collective bargaining** in the education sector. Activities include providing statistical information and analysis in relation to collective bargaining, and advising the Lieutenant Governor-in-Council when a strike or lockout will jeopardize students' education. The College Relations Commission was established in 1975 to oversee collective bargaining between the Ontario Council of Regents for **Colleges** of Applied Arts and Technology (CAATs) and the Ontario Public Service Employees Union, representing both academic and support staff. The commission monitors and assists in negotiation, supervises staff votes and advises the Lieutenant Governor-in-Council when a strike or lockout is jeopardizing student education.

PAY EQUITY COMMISSION


11th Flr, 400 University Ave

Toronto M7A 1T7

General Inquiry (416)314-1896

Toll Free 1-800-387-8813

Fax (416)314-8741

8:30 - 5:00 


The **Pay Equity** Commission was established to assist all parties in achieving and maintaining pay equity in the workplace. Implementation of Pay Equity is a self-managed process undertaken by **employers** and **employees** or bargaining agents, with minimal involvement, if any, of the commission. The Pay Equity Commission is organized into two separate, independent parts: the Pay Equity Office and the Pay Equity Hearings Tribunal. The Pay Equity Office has a mandate to

provide information and **public education**, and **complaint** resolution. The Pay Equity Hearings Tribunal, an independent quasi-judicial adjudicative body, hears and determines all matters and disputes that arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, individual employee, or if the matter is referred to the Tribunal by the Pay Equity Office. See also entries under Pay Equity Hearings Tribunal.

Services offered to the Public:


Pay Equity Publications

PAY EQUITY HEARINGS TRIBUNAL

7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)314-0004
TTY (416)314-2379
Toll Free 1-800-668-3946
TTY Toll Free 1-800-424-1168
Fax (416)314-8743
8:30 - 5:00 


The **Pay Equity Hearings** Tribunal was established on January 1, 1988. The Hearings Tribunal is a tripartite, quasi judicial tribunal that hears and finally determines all matters or disputes which arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, an individual employee or, if the matter is referred to the Tribunal by a Review Officer of the Pay Equity Office.

WORKPLACE SAFETY AND INSURANCE APPEALS TRIBUNAL (FORMERLY WORKERS' COMPENSATION APPEALS TRIBUNAL)

2nd Flr, 505 University Ave
Toronto M5G 2P2
General Inquiry (416)314-8800
Toll Free 1-888-618-8846
Fax (416)326-3558 (Publications & Library)
Fax (416)326-5164
www.wsiat.on.ca
8:30 - 5:00 


The **Workplace Safety and Insurance Appeals** Tribunal (WSIAT) is the final level of appeal to which **workers** and **employers** may bring Workplace Safety & **Insurance Board** matters regarding entitlement to benefits, health care, **vocational rehabilitation** and re-employment obligations. It also decides appeals from WSIB decisions on **assessments**, penalties, and transfers of costs, as well as disputes over employer access to workers' files. In addition, the Tribunal decides if a person has the right to sue in **court** instead of making a **compensation** claim. WSIAT is an independent tribunal, separate and apart from the WSIB. Decisions are made by vice-chairs or tripartite panels who are Order in Council appointees.

WORKPLACE SAFETY AND INSURANCE BOARD

Ground Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
(416)344-4078 (Information Centre)
Toll Free 1-800-387-0750
TTY Toll Free 1-800-387-0050
Fax (416)344-4684 (All Claims Mail)
Toll Free Fax 1-888-313-7373 (All Claims Mail)
www.wsib.on.ca
8:30 - 4:30 


Ontario's **Workplace Safety and Insurance Board (WSIB)** plays a key role in the province's **occupational health and safety** system. In addition to its prevention mandate, the **WSIB** facilitates return to work and provides insurance for **injuries** and illnesses incurred by workplaces covered under the Workplace Safety and Insurance Act. The WSIB is entirely funded by employers.

OPERATIONS DIVISION

19th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
Toll Free 1-800-387-0750
8:30 - 4:30 


Operations Division staff provide frontline services for Ontario **employers** registered with the **Workplace Safety and Insurance Board (WSIB)**, and workers who claim benefits resulting from a workplace injuries and illnessess. Services provided for employers include: firm **registration** and **classification**; premium **assessment**; billing and receivables; and assistance with prevention programs. Services provided for workers include the adjudication and administration of **compensation** benefits, as well as the monitoring of **medical** treatment.

INDUSTRY SECTORS

19th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
Toll Free 1-800-387-0750
8:30 - 4:30 


The Industry Sectors unit of the WSIB provides services for workers and employers according to the sector in which the major part of the **business** operates. For example, a business that is involved in the smelting or refining of steel or other metals such as iron, zinc, lead, aluminum, or nickel, would be in the Primary Metals sector. Other sectors include: Automotive, **Chemicals**/Plastics and Process, Food, **Manufacturing**, Schedule 2, **Agriculture**, **Forest** Products and Pulp and Paper, Health Care, **Mining**, Municipal/ Education/**Electrical**, Services, and Transportation. The head office of the WSIB is in Toronto and is supplemented by district offices in Hamilton, London, Ottawa, Sudbury, Thunder Bay and Windsor. Area offices in Kingston, Kitchener, North Bay, Sault Ste Marie, St. Catharines and Timmins, round out the group of locations serving Ontario residents.

SMALL BUSINESS SERVICES

19th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
Toll Free 1-800-387-0750
8:30 - 4:30 

Small **Business** Services are dedicated to assisting small business employers that employ less than 20 workers. Assistance is provided for several issues, including for **insurance** coverage and for **health and safety** services. The goal is to provide clear and valuable information in a timely manner.

REFERENCE LIBRARY

Simcoe Pl
17th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-4052
General Inquiry (416)344-4962 

ACTS

Ambulance Services Collective Bargaining Act, 2001
Crown Employees' Collective Bargaining Act, 1993
Employment Standards Act, 2000
Fairness is a Two-Way Street Act (Construction Labour Mobility), 1999
Fire Protection and Prevention Act, 1997 (Part IX Firefighters: Employment and Labour Relations)
Hospital Labour Disputes Arbitration Act
Labour Relations Act, 1995
Ministry of Labour Act
Occupational Health & Safety Act
Pay Equity Act
Public Sector Dispute Resolution Act, 1997
Public Sector Labour Relations Transition Act, 1997
Rights of Labour Act
Smoking in the Workplace Act
Workplace Safety and Insurance Act, 1997

MANAGEMENT BOARD OF CABINET


Ferguson Block

12th Flr, 77 Wellesley St W

Toronto M7A 1N3

General Inquiry (416)326-1234

www.gov.on.ca/mbs/english/mbs/index.html

8:30 - 5:00 

The Management Board of Cabinet (MBC) is the Committee of Cabinet responsible for the management of the public service and the operations of government. MBC provides central leadership on the management of the government's financial, human and physical resources, which support fiscal and policy priorities. In December 1971, the Management Board of Cabinet Act established the board and its secretariat and gave the board its authority. Officially representing the Government of Ontario as the employer of its public servants, the board consists of a Chair, a Vice-Chair and four to six other members of the Executive Council designated by the Lieutenant-Governor-in-Council. The Management Board Secretariat provides staff support to the board in matters related to the Management Board of Cabinet Act and Public Service Act.

MANAGEMENT BOARD SECRETARIAT


Ferguson Block

12th Flr, 77 Wellesley St W

Toronto M7A 1N3

General Inquiry (416)326-1234

Fax (416)325-3407

8:30 - 5:00 

Management Board Secretariat (MBS) provides policy advice and support to Management Board of Cabinet, manages government resources and develops the policies and standards for the internal operations of government. This includes: business and resource planning and monitoring; human resources policy and planning; and information/information technology policy and planning. MBS provides administrative and business support services to the OPS and the public either directly or through contracts with private sector providers. Through the Crown agency, the Ontario Realty Corporation, MBS manages provincial real estate assets and accommodation services to support ministries and agencies. The Archives of Ontario acquires, preserves and makes publicly accessible original records of enduring value relating to Ontario.

MANAGEMENT BOARD SECRETARIAT - DEPUTY MINISTER


PUBLIC APPOINTMENTS SECRETARIAT

Macdonald Block

2nd Flr Rm M2-70, 900 Bay St


Toronto M7A 1A1

General Inquiry (416)327-2640

Fax (416)327-2633 


The Public **Appointments** Secretariat is responsible for coordinating the appointments to agencies, boards and commissions in the Province of Ontario. It supports the Premier in administrating the public appointments process of Ontario; provides advice and support to ministries in their role in the administration of the public appointments process; provides leadership in all areas of appointments to agencies, boards and commissions; and serves as the focal point in the appointments process.

COMMUNICATIONS SERVICES BRANCH

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2789
Fax (416)327-2817
8:15 - 5:00 


The Communications Services Branch provides communications support to the Minister, Deputy Minister and program areas of Management Board Secretariat. Services include: communications planning; consulting and project management; writing; editing; print and web-based publishing (i.e. **topical**, **job mart**, GOJobs web site); issues management; media relations.

LEGAL SERVICES BRANCH

Frost Bldg S
2nd Flr Rm 228, 7 Queen's Park Cres E
Toronto M7A 1Z5
General Inquiry (416)325-9393
(416)325-7894 (Boardroom 1)
(416)325-4202 (Boardroom 2)
Fax (416)325-9404
8:30 - 5:00 


Legal Services Branch provides employment/labour law, corporate/commercial, privacy law and administrative law advice and services to MBS and individual ministries. The labour law section deals with proceedings before applicable labour tribunals and the Courts. The commercial/corporate information technology section provides legal support to MBS to assist it in fulfilling its mandate to provide common services and information technology services to the Government of Ontario and its agencies. The branch also provides legal advice and representation to MBS and individual ministries on privacy law matters. The branch also assists MBS in the drafting of legislation within its jurisdiction.

ARCHIVES OF ONTARIO

3rd Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)327-1600
(416)327-1583 (Reference Desk)
(416)327-1593 (Vital Statistics Hotline)
(416)327-1582 (Reference Desk)
(416)327-1552 (Reference, Photos, Maps, Architectural)
Toll Free 1-800-668-9933 (Province-Wide)
Fax (416)327-1999
www.archives.gov.on.ca
8:15 - 5:00 


The **Archives** of Ontario mandate is to acquire, preserve and make publicly accessible for legal, administrative and other **research** purposes, original **records** of enduring value relating to Ontario. This includes records of Ontario's successive governments as well as private manuscripts, published and printed material, maps, architectural drawings, **photographs**, audio, video, and motion picture **film** recordings. The Archives also manages the Government of Ontario **Art** Collection. The Archives provides policy direction and advisory services on recorded information management for the Government of Ontario. Under the Archives Act (1923, amended 1972), the Archivist of Ontario must approve the final disposition of provincial government records.

HUMAN RESOURCES DIVISION

Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-1532
Fax (416)325-1393
8:30 - 5:00 


The Human Resources Division fulfils the corporate employer role for the OPS by establishing clear and responsive human resources policies, programs and practices for ministry clients, and effectively managing labour relations in a workforce of approximately 62,000 government employees. The division is responsible for: collective bargaining and contract administration with eight separate bargaining agents and professional associations; terms of employment for OPS managers and excluded employees; and providing direction and support to ministry clients in the areas of human resources planning, recruitment, health and safety, equal opportunity, learning and development, performance management, innovation and recognition, compensation policy, pensions policy, benefits policy, emergency management and contingency planning.

CORPORATE LABOUR RELATIONS/NEGOTIATIONS SECRETARIAT

Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-1475
Fax (416)325-1483
Fax (416)325-1472 (Director)
8:30 - 5:00 


Corporate **Labour Relations**/Negotiations Secretariat represents the employer in **collective bargaining** and labour relations matters in the OPS. Responsibilities include: labour policy development, supporting ongoing union-management negotiations; coordinating OPS **grievances**; providing advice/assistance to ministries on labour relations issues; interpreting collective agreements. Research and Evaluation Section is responsible for providing support in negotiations; collection/analysis of external, broader public sector and OPS market data, social economic/demographic conditions that influence the compensation practices and conditions of employment. The section maintains a Collective Agreement Information System; a Grievance Award Tracking system, and responds to external inquiries regarding OPS compensation. Compensation Policy Section is responsible for compensation strategies; developing pay policies/guidelines; developing and maintaining OPS job evaluation systems and pay equity plans.

HR STRATEGIES BRANCH

Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-0074
Fax (416)325-0251
8:30 - 5:00 


The HR Strategies Branch develops and implements human resources management strategies, policies, programs and practices that support the role of the Ontario Public Service (OPS) as a corporate employer. It provides strategic advice to, and consultation with, Management Board of Cabinet, ministries and managers on the Human Resources Strategy, staffing, equal opportunity, health and safety, Management Compensation Plan (MCP), performance management, learning and development, and a corporate youth initiatives program.

INTERNAL AUDIT DIVISION

15th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)314-3452
Fax (416)327-9486
8:30 - 5:00 


The Internal Audit Division provides objective assurance and consulting services to all government ministries. It assists the government in meeting its business objectives by evaluating and making recommendations to improve the government's risk management, controllership, accountability and governance processes and to improve the effectiveness, efficiency and economy of government operations.

INTERNAL MINISTRY SERVICES DIVISION

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2863
Fax (416)327-2866
8:30 - 5:00 


The Internal Ministry Services Division supports effective decision making within the ministry and for select offices and agencies by providing innovative, proactive analysis, management policies and processes, strategic advice and integrated management information on the following functions: business planning, human resources, finance, accommodation and general administration.

AGENCY RELATIONS OFFICE

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-4857
Fax (416)327-2518
8:30 - 5:00 


The Agency Relations Office provides advice and support to the Minister, the Deputy and senior executives in the accountability relationship between Management Board Secretariat (MBS) and its agencies, including the Ontario Realty Corporation (ORC).

BUSINESS PLANNING AND FINANCIAL MANAGEMENT BRANCH

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-0600
Fax (416)327-3794
8:30 - 5:00 


The Business Planning and Financial Management Branch provides business planning, financial management, controllership and office accommodation support to Management Board Secretariat, Ontario Realty Corporation (ORC), the Lieutenant Governor's Office, and corporate projects. Its major activities include: business plan coordination; allocations and multi-year financial plans; controllership; ministry accommodation; financial reporting to support corporate decision-making; control and reconciliation; management of the corporate financial information system.

HUMAN RESOURCES SERVICES BRANCH

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3812
Fax (416)327-4048
8:30 - 5:00 


Human Resources Services Branch is responsible for providing a wide range of human resources services to the ministry, its agencies and the Office of the Lieutenant Governor. Services are provided to managers and staff in the following areas: Staffing and Recruitment; Performance Management; Learning and Career Planning; Labour Relations; Health and Safety ; HR Planning and Organization Effectiveness (Leadership Development, Succession Management, Organization Design and Change and Transition Management). HRSB is also responsible for Quality Planning. The MBS Quality Plan includes a range of initiatives targeted at improving the ministry's service quality through application of best practices.

QUALITY SERVICE OFFICE

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-6616
Fax (416)327-2806
9:00 - 5:15 


The MBS Quality Service Office is responsible for implementing two major initiatives in response to the Cabinet approved Quality Service strategy for the OPS: Common Service Standards and Quality Planning. Service standards are related to telephone, correspondence, walk-in service and complaint resolution protocols. Related ministry practices are monitored to ensure that MBS is responsive to customer needs and queries. The MBS Quality Plan includes a range of initiatives targeted at improving the ministry's service quality through application of best practices.

TRANSMISSION CORRIDOR TRANSFER PROJECT

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-6706
Fax (416)212-1172 

Transmission Corridor Transfer Project (TCTP) provides advice and support to the Minister, the Deputy and senior executives on the transfer of and issues related to the transmission corridor lands, and the implementation of the Provincial Secondary Land Use Program. It serves as the liaison between Management Board Secretariat and Hydro One.

OFFICE OF THE CORPORATE CHIEF INFORMATION OFFICER (OCCIO)

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)314-8513
Fax (416)327-3264
8:30 - 5:00 

The Office of the Corporate Chief Information Officer (OCCIO), in cooperation with the I&IT clusters, provides leadership for I&IT in government including policy and implementation for

common infrastructure, governance and accountability, identification of new technology solutions and innovations and delivery of cost-effective I&IT services, leadership development, corporate procurement and leading the transformation to electronic government (e-Government), enabling Ontario to be a world leader in delivery of government services electronically by 2003. OCCIO manages and delivers a wide range of OPS-wide common services such as, computer processing and network facilities supporting large government applications. The Chief Information Officer is supported by three Corporate Offices: Office of the Corporate Chief Strategist, Office of the Corporate Chief Service Delivery - iSERV Ontario, Office of the Chief Technology Officer and one branch: Procurement Policy & IT Procurement Programs.

iSERV ONTARIO

8th Flr, 155 University Ave


Toronto M5H 3B7

General Inquiry (416)327-3333

(416)327-3900 (Service & Operations Centre)

(416)325-3400 (Audio Teleconference Operator, Toronto Booking)

Fax (416)327-3348

8:00 - 5:00 


iSERV ONTARIO provides the common infrastructure services, such as processing and communications, from its network of data centres, server farms and vendor partners to all ministries and cluster organizations in support of the government's I&IT agenda.

OFFICE OF THE CORPORATE CHIEF SERVICE DELIVERY

8th Flr, 155 University Ave

Toronto M5H 3B7

General Inquiry (416)327-0977

Fax (416)327-3305 

The Office of the Corporate Chief Service Delivery (iSERV ONTARIO) provides, operates and supports the common Information Technology (IT) infrastructure for the Government of Ontario. Its services include operation of data centres, computer processing and telecommunications either directly or through vendor partners on behalf of all ministry and cluster organizations. The Office of the Corporate Chief Service Delivery (iSERV ONTARIO) supports corporate and ministry business objectives and the Information Technology plans that support the Government's business priorities.


BUSINESS SERVICES

10th Flr, 155 University Ave

Toronto M5H 3B7


General Inquiry (416)327-3333

Fax (416)327-3256

8:30 - 4:30 


Business Services provides support to Service Delivery (iSERV) in business planning, financial management and reporting, performance measurement, process design, office, FTE tracking and basic HR services, facilities coordination, and records management. As a cost recovery organization, iSERV has special requirements for tracking and matching its revenues and expenses. In support of this requirement, Business Services is developing a costing model to improve transparency of its financial performance.

CLIENT SERVICES

10th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3256
8:00 - 5:00 


Client Services is the primary point of contact for IT clusters, with respect to overall iSERV services. Services provided include customer account management and consultation regarding service solutions.

PROJECT MANAGEMENT OFFICE

8th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)325-3396
8:00 - 5:00 


The Project Management Office provides project management services and promotes the best practices in the project management in support of IT Service Delivery projects. The PMO also manages iSERV project portfolio.

IT INFRASTRUCTURE DEVELOPMENT BRANCH

18th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)326-8964
Fax (416)327-2535
8:30 - 5:00 


The IT Infrastructure Development Branch is responsible for providing the on-going capacity to manage, maintain and evolve the existing IT infrastructure base into a secure and continually improving utility that optimizes the use of existing and new technologies. The branch builds and maintains common technology infrastructure in order to standardize internal operations, maximize IT investment, and improve connectivity and services to the public. Initiatives include: Standardized Desktop; IT Service desk (ITSD); Server Optimization; Enterprise Directory and Messaging; Next Generation Operating Systems for desktop and server platforms.

PROCESSING OPERATIONS

3th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3305
8:00 - 5:00 


Processing Operations is responsible for planning, operating and supporting key components of the Common Information and Information Technology Infrastructure, which enable a variety of Cluster/Ministry specific and OPS-wide applications and e-Government services, in accordance with defined service levels. Processing Operations provides functional and technical expertise in the following areas, solutions and infrastructure design, capacity planning and provisioning, hardware and software procurement, facilities management, hosting services for mid-range servers (UNIX, NT, Windows 2000), technical and operations support for mainframe services, computer operations for mainframe services, and print services.

SOLUTIONS INTEGRATION

10th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3305
8:00 - 5:00 


Solutions Integration provides the operational planning for the computer infrastructure (three major hardware and software platforms - Mainframe Unix and Wintel) for a suite of processing related services as in iSERV Service Catalogue. Works with Client Services and the Cluster I&IT Teams to provide the design of cost effective solutions for their business applications with planned implementation at one of iSERV's Delivery Centers. This Branch procures the technology and manages the supplies of the technology in the delivery of the services.

TELECOM

11th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3281
8:00 - 5:00 


Telecom services branch is responsible for three major program areas: Government Mobile Communications Project, Network Office and Voice Telecommunication Services.

GOVERNMENT MOBILE COMMUNICATIONS OFFICE

14th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-0353
9:00 - 5:00 


The Government Mobile Communications Office will pool government communications assets with private sector financing and expertise to meet future mobile communications needs of all government ministries and the broader public sector. Participants in the project include Public Safety and Security (OPP and Corrections), Ministry of Transportation (highway operations and enforcement), Ministry of Health and Long-Term Care (land ambulance) and Ministry of Natural Resources (fire management and conservation enforcement).

NETWORK OFFICE

11th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3281
9:00 - 5:00 


The Network Office is responsible for managing the Integrated Network Agreement with the Integrator (EDS Canada Inc), over its five-year term, as well as the ongoing standards or Service Level Agreements developed between the Integrator and the customers (OPS, approved BPS and confirmed former Schedule I&IV agencies). The Network Office, operating under iSERV Ontario, is also responsible for undertaking audit and security reviews, and approving required contingency/disaster recovery plans, financial and administrative reviews of the network services and adhering to I&IT directives.

VOICE TELECOM SERVICES AND PRODUCTS

9th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3274
9:00 - 5:00 


The Voice Telecom Services and Products group is responsible for the planning and management of several voice telecommunication lines of business including: local voice acquisitions including Centrex, PBX and electronic key systems, managing corporate vendor of record services with vendors for: Voice Processing (voicemail, audiotex, auto attendant), Interactive Voice Response (IVR), PBX Extended Warranty, Audio Conferencing, Inbound and Outbound long distance services, Regional Telecom System Management and Telecom Planning and Consulting.

OFFICE OF THE CORPORATE CHIEF STRATEGIST

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2124
Fax (416)314-7710
8:30 - 5:00 


The Office of the Corporate Chief Strategist (OCCS) champions the importance of I&IT as a key corporate enabler and driver of business opportunities. It leads the development of enterprise-wide I&IT strategy aligned with business directions, and leads and facilitates the development of enterprise plans as well as the development of government-wide I&IT policies and plans. The OCCS helps situate the Ontario government in the broader context of global changes toward e-government and e-business. It ensures the public's right of access to government-held information and protects the individual's right of privacy. The office includes responsibility for I&IT security policy and operations as well as the human resource and communications functions for I&IT. It also performs the controllership function of I&IT including providing advice to the Management Board of Cabinet on major I&IT decisions and supporting the corporate governance committees.

CORPORATE SECURITY

5th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3262
8:00 - 5:00 

The Corporate Security Branch is responsible for developing security policy and providing operations in the areas of Information Protection, PKI, Security Design, and RACF. The branch also coordinates business continuity planning and disaster recovery services for the provincial government.


E-GOVERNMENT BRANCH

Macdonald Block
2nd Flr Rm M2-77, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)327-2583
Fax (416)314-8112 

The e-Government Branch provides leadership to government ministries, agencies, boards and commissions regarding the transformation to e-government and the implementation of the


government's Enterprise Strategy for Portals. The branch also provides policy direction for the government's central website and is responsible for corporate I&IT portal and website standards.

GOVERNANCE AND ACCOUNTABILITY BRANCH

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2124
Fax (416)314-7710
8:30 - 5:00 


The Governance and Accountability Branch is responsible for the development and implementation of governance and accountability frameworks, including performance measurement, in order to support e-government.

HUMAN RESOURCES AND STAKEHOLDER EDUCATION BRANCH

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-5513
Fax (416)326-1374
8:30 - 5:00 


The Human Resources and Stakeholder Education Branch's primary responsibility is to create an environment which ensures retention, attraction, development and the effective use of the OPS' I&IT human resources and to lead and support the transformation of the I&IT organization through Stakeholder Education and Awareness. The Human Resources and Stakeholder Education Branch's responsibilities and client groups span the Office of the Corporate Chief Information Officer and the seven clusters.

I&IT CONTROLLERSHIP BRANCH

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2187
Fax (416)314-7710
8:30 - 5:00 


The I&IT Controllership Branch is responsible for providing advice to Management Board of Cabinet related to Ministry requests for approval of I&IT projects, procurements and funding within the context of the government's business priorities. The branch also focuses on tracking the progress and results of specific I&IT enabled business initiatives and providing advice to clusters/ministries on I&IT project governance best practices.

I&IT GOVERNANCE AND ACCOUNTABILITY BRANCH

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2124
Fax (416)314-7710
8:30 - 5:00 


The I&IT Governance and Accountability Branch is responsible for the development and implementation of governance and accountability frameworks, including performance measurement, that support e-Government.

STRATEGY, POLICY AND PLANNING BRANCH

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2031
Fax (416)314-7710
8:30 - 5:00 


The Strategy, Policy and Planning Branch provides leadership for defining the I&IT/e-Government directions for the OPS and for developing the strategies and policies that operationalize those directions. It provides direction and support to the OPS on access and privacy issues, and manages the province's Freedom of Information and Protection of Privacy legislation. The branch also provides direction and support to I&IT/e-Government planning activities and provides coordination and support to the related governance processes and committees.

OFFICE OF THE CORPORATE CHIEF TECHNOLOGY OFFICER

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-2700
Fax (416)327-3347
8:30 - 5:30 


The Office of the Corporate Chief Technology Officer (OCCTO) serves as the leadership function for the effective and planned use of all forms of technology (business processes, information, application, security, hardware and software) in the Ontario Public Sector (OPS).

CORPORATE ARCHITECTURE BRANCH

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-2700
Fax (416)327-3347
9:00 - 5:00 


The Corporate Architecture Branch (CAB) is the custodian of the Enterprise Information and Information Technology (I&IT) Architecture (EA) and technical I&IT standards for the Ontario government. The objective of CAB is to improve business and IT alignment by strengthening the architectural disciplines in the government.

PROCUREMENT POLICY AND IT PROCUREMENT BRANCH

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
(416)327-3555 (Supplier & Broader Public Sector Information - Voice Mail Only)
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:30 - 5:00 


The Procurement Policy and IT Procurement Branch is responsible for the development of the government's procurement policy framework, the preparation of requests for proposals and negotiating and managing government-wide contracts for information and information technology (hardware, services and software). The branch also provides strategic procurement advice, training and services to government ministries and agencies and supports supplier development and the ongoing implementation of Ontario's interprovincial trade agreements.

IT PROCUREMENT PLANNING SECTION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3533
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:30 - 5:00 


The IT Procurement Planning Section undertakes research, analysis, and business case development to support the establishment of new corporate IT contracts based on evolving Ontario Government requirements and IT market trends. The section establishes and manages enterprise-wide software contracts, vendor of record arrangements, and licensing agreements. It also develops and coordinates branch vendor knowledge products and provides advice and interpretation on corporate software acquisition policy and practice.

IT PROCUREMENT SERVICES SECTION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-1042
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:30 - 5:00 


IT Procurement Services Section provides corporate IT procurement services by establishing enterprise-wide IT contracts, developing and managing corporate contracts for IT hardware and services, and providing advice to OPS clients and other stakeholders (i.e. Broader Public Sector, vendor community) on IT procurement processes and strategies.

POLICY AND STRATEGIC ADVICE SECTION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3474
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:30 - 5:00 

The Policy and Strategic Advice Section manages and provides advice on Ontario's corporate procurement policies and practices, as well as trade agreements as they apply to both provincial procurement and procurement by the Broader Public Sector.

PROGRAM MANAGEMENT AND ESTIMATES DIVISION

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-9406
Fax (416)325-4993
8:30 - 5:00 

The Program Management and Estimates Division provides strategic advice to Management Board of Cabinet and ministries about the most appropriate use of government resources, including the level of Ministry budgets, staffing, and legal spending authorities. Staff monitor these budgets and authorities through the year, and provide advice on any corrective actions necessary to match the

government's priorities with its resources. Staff also promote public accountability through the public disclosure of business plans and Printed Estimates, the development of management policies and directives, the implementation of the government's Program Evaluation Strategy, the promotion and monitoring of performance measures, and leadership of the government's Quality Service Strategy. The Division is also responsible for the government's Green Workplace program.

BUSINESS PLANNING AND EXPENDITURE MANAGEMENT BRANCH


Frost Bldg S

3rd Flr, 7 Queen's Park Cres

Toronto M7A 1Y7

General Inquiry (416)327-2021

Fax (416)327-2136

8:30 - 5:00 

The Business Planning and Expenditure Management Branch, in concert with the Cabinet Office, the Ministry of Finance and others, develops the multi-year business planning process for the Government of Ontario. It is also responsible for the coordination and production of the annual Printed Estimates, for in-year monitoring of all operating expenditures, staff strength and severance costing, and for providing operational and logistical support to Management Board of Cabinet.

CORPORATE POLICY BRANCH


Frost Bldg S

2nd Flr, 7 Queen's Park Cres

Toronto M7A 1Y7

General Inquiry (416)327-2053

Fax (416)325-0438

8:30 - 5:00 

The Corporate Policy Branch develops corporate policies and provides strategic advice to Management Board of Cabinet (MBC) and ministries on the effective and accountable management of government resources. The branch develops, coordinates and manages MBC directives and guidelines; leads the OPS quality service strategy; leads the government-wide Program Evaluation Strategy; monitors performance measures for all ministries; leads development of government-wide policy to support the Green Workplace initiative; and administers the central governance framework for arms-length agencies.

HEALTH, SOCIAL AND EDUCATION BRANCH


Frost Bldg S

3rd Flr, 7 Queen's Park Cres

Toronto M7A 1Y7


General Inquiry (416)327-0168

Fax (416)327-2186

8:30 - 5:00 


The Health, Social and Education Branch provides strategic advice to Management Board of Cabinet on financial, policy, staffing and other resource issues arising from client ministries. The Branch is also responsible for working with ministries in the development of ministry business plans and advising on changes to those plans through the fiscal year.

RESOURCES, ECONOMIC DEVELOPMENT AND JUSTICE BRANCH

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2061
Fax (416)325-1220
8:30 - 5:00 


The Resources, Economic Development and Justice Branch provides strategic advice to Management Board of Cabinet on financial, policy, staffing and other resource issues arising from client ministries. The Branch is also responsible for working with ministries in the development of ministry business plans and advising on changes to those plans through the fiscal year.

SHARED SERVICES BUREAU

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
(416)325-0889 (Reception)
Fax (416)314-3960
8:30 - 5:00 


The Shared Services Bureau (SSB) provides business support services to ministries and agencies across the OPS, replacing many individual internal administration services that had been provided within each ministry. Services include financial processing and collections, purchasing, payroll management and processing, benefits administration, generic training, and general administration services, e.g. mail services, insurance and risks, information management etc.

BUSINESS EXCELLENCE - EXECUTIVE DIRECTOR'S OFFICE

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
(416)325-0889 (Reception)
Fax (416)212-3715 


The Executive Director's Office provides leadership and support for the Bureau's business strategy, project management and co-ordination, investment analysis, product development, IT Planning & Integration, benchmarking and performance measures, controllership and risk management, pricing, accounting, monitoring and reporting.

BUSINESS SOLUTIONS BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)325-0889 (Reception)
(416)326-9300 (SSB Contact Centre)
Fax (416)326-4312
8:30 - 5:00 


The Business Solutions Branch provides the resources and expertise within the Shared Services Bureau for project management, process improvement, performance measures, business re-engineering, benchmarking, and change management and training; it is also the project management office for the Bureau.

FINANCE AND CONTROLLERSHIP BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
(416)325-0889 (Reception)
Fax (416)327-4246 (Director's Office)
Fax (416)314-3960
8:30 - 5:00 


The Finance and Controllership Branch provides internal consulting and operating support for the Shared Services Bureau. Responsibilities include business planning, investment and pricing strategy, business performance management and analysis, controllership, accommodation planning and coordination, liaison with the Management Board Secretariat support areas (audit, legal, human resources, etc.) and support to the Office of the Executive Director, Business Excellence. The branch also manages the OPS corporate Employee and Pensioner Benefits portfolio.

CUSTOMER RELATIONS BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)325-0889 (Reception)
(416)326-9300 (SSB Contact Centre)
Fax (416)314-3960
Fax (416)314-8910
8:30 - 5:00 


The Customer Relations Branch is responsible for developing the Bureau's e-Service Delivery Strategy. Customer Relations Branch delivers services through our employee portal "MySSB" and our Contact Centre. The Customer Relations Branch is responsible to develop ministry client and customer relations and to maintain our service channels.

FINANCE SERVICE DELIVERY BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)325-0889 (Reception)
(416)326-9300 (SSB/WIN Contact Centre)
Fax (416)314-4572
8:30 - 5:00 

The Finance Service Delivery Branch provides financial services to the OPS for: expenditures, non-tax revenue, accounting adjustments and related internal financial controls; productions of payments; reconciliation of bank accounts and cheques follow-up services and debt collection services. In addition, this branch is responsible for the application maintenance of ministry corporate financial systems.


BUSINESS APPLICATION SUPPORT AND EXPENDITURE MANAGEMENT

10th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7972
Fax (416)327-2861 

The Business Application Support and Expenditure Management unit provides financial application support for Walker ministries and expenditure management for the Ministry of Health and Long-Term Care and the Ministry of Community, Family and Children's Services. Services provided include: processing of expenditures, transfer payments, non-tax revenue, accounting


adjustments, reconciliation, internal financial control, financial reporting and application support and maintenance of corporate financial systems.

CONTROLLERSHIP AND IFIS PROJECT

5th Flr, 790 Bay St
Toronto M5G 1N8
General Inquiry (416)327-7972
Fax (416)327-2839 


Controllership and IFIS Project is responsible for Internal Controls, Quality Assurance, Risk Management, Audit Liaison with ministries Controllership Offices, Central Agencies Liaison, Certificate of Performance, Accounting Policy Interpretation, Accounting Integrity, GAAP, Accruals, Accounting Standards, Performance Measurement, Best Practices, Benchmarking Accounting Desk Procedures and Web Publishing.

EXPENDITURE MANAGEMENT (180 DUNCAN MILL)

3rd Flr, 180 Duncan Mill Rd
Toronto M3B 1Z6
General Inquiry (416)212-4806
Fax (416)212-2996 


Expenditure Management makes payments on behalf of ministries or agencies, including vendor payments, transfer payments, and grants. It processes payments in the form of electronic funds transfers and printed cheques for government programs and employee expenses. At the regional offices, the units process billings and invoices, receive and process miscellaneous payments for the clients.

EXPENDITURE MANAGEMENT (790 BAY)

5th Flr, 790 Bay St
Toronto M5G 1N8
General Inquiry (416)326-4400
Fax (416)327-3535
8:00 - 5:00 


The Expenditure Management unit at 790 Bay St. provides accounting services for expenditures including vendor payments, transfer payments and grants, accounting adjustments, internal financial controls and travel claims. This unit provides financial services to the Ministry of Consumer and Business Services; Management Board Secretariat; Ministry of Enterprise, Opportunities and Innovation; Ministry of Municipal Affairs and Housing, Ministry of the Attorney General; Ministry of Training, Colleges and Universities and the Ministry of Education.

FINANCIAL CONTROL UNIT

George Drew Bldg
15th Flr Rm 1531, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)314-3401
Fax (416)314-3411 


The Financial Control Unit provides reconciliation services, payment processing services, supplier and customer maintenance and corporate credit card services. These services are provided to all ministries using the Integrated Financial Information System.

REVENUE MANAGEMENT

6th Flr, Suite 620, 790 Bay St
Toronto M5G 1N8
General Inquiry (416)212-4569
Fax (416)314-0366 


Revenue Management is responsible for ensuring the accurate recording of non-tax revenue and cash receipts, depositing of all monies received and all accounts receivable functions.

COLLECTION MANAGEMENT UNIT

6th Flr Suite 610, 790 Bay St
Toronto M5G 1N8
General Inquiry (416)326-0500
Toll Free 1-800-387-5604 (Within Area Codes 905, 705, 613, 519, 807 and 416)
Fax (416)326-0513
Fax (416)326-0526
8:30 - 5:00 


The Collection Management Unit manages the collection of overdue non-tax **debts** owing to the government.

GENERAL ADMINISTRATIVE SERVICES DELIVERY BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)314-3435
(416)326-9300 (SSB Contact Centre)
Fax (416)327-4246
8:30 - 5:00 


The General Administrative Services Delivery Branch provides Ontario government ministries with operational support services, including: risk management and insurance services; official documents; information management consulting; information storage and retrieval services; surplus assets management; distribution; mail and print services; translation and terminology services; forms management services.

FORMS MANAGEMENT SERVICES

9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)314-2460
Fax (416)325-9652
8:30 - 5:00 

Forms Management Services provides analysis, design and testing of internal and public-use electronic and paper forms, develops workflow-enabled electronic forms, standardizes OPS common internal administrative forms, and eliminates unnecessary or redundant forms. The unit is also responsible for developing OPS standards and guidelines for the management of forms.


GOVERNMENT MAIL, PRINT, DISTRIBUTION AND ASSETS

Macdonald Block
Rm M2B-18, 77 Wellesley St W
Toronto M7A 1N3
(416)325-6245 (Customer Service)
Fax (416)327-2648
8:30 - 5:00 

Government Mail, Print, Distribution and Assets provides full mail, print and lettershop services to client ministries in the Queen's Park vicinity, Downsview office complex, 777 Bay Street,


St. Catharines and the Stone Road complex in Guelph. The lettershop, located in the Macdonald Block, provides mail list management services and mass mail services including addressing, labelling, folding and inserting. The print operations provide print, bindery and design services at five locations, as well as optional photocopier fleet management.

SURPLUS ASSETS AND DISTRIBUTION

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)325-3223
Fax (416)325-6997
8:15 - 4:30 


Surplus Assets and Distribution is a mandatory common service responsible for providing an efficient and effective mechanism for the redeployment or disposal of the government's surplus moveable assets, and management of the External Asset Program to developing countries. The Distribution Centre provides distribution services of MTO Licensing and Control, stock and forms.

GOVERNMENT TRANSLATION SERVICE

9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)327-2711
(416)327-2723 (Terminology Hotline)
Fax (416)327-2753
Fax (416)327-5541 (Terminology)
www.onterm.gov.on.ca
8:30 - 5:00 


The Government **Translation** Service (GTS) provides translation and terminology services for the Ontario Government and specified agencies. This includes: managing the standing agreements, setting corporate quality standards for translation services in English and **French**, managing large or complex translation projects and maintaining TTS, a corporate Web-based tool for requesting and tracking translations. GTS provides official Ontario government names as well as French equivalents for signage, letterhead, business cards etc. It also standardizes terminology specific to government through ONTERM, the government terminology website. The site includes usage standards for French language communications in the OPS and bilingual reference lists (e.g. Executive Council or government acronyms) which contain frequently requested information pertaining to the Ontario government.

INFORMATION MANAGEMENT SOLUTIONS

2nd Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-3690
(416)326-9300 (SSB Contact Centre)
Fax (416)326-8167
8:30 - 5:00 


Information Management Solutions is the Ontario government's service provider for a wide range of records management, information management and knowledge management products and services. Current services offerings includes: training and advice about best practices in information and knowledge management; training and support for electronic records and document management systems; business process mapping; creation of taxonomies, file plans and file directory structures; and the development of records retention schedules. Other services include hands-on assistance to program areas in implementing file plans and records retention schedules and record centre services including the off-site storage and retrieval of paper and electronic records.

OFFICIAL DOCUMENTS SERVICES

9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)325-8416
Fax (416)325-8434
8:30 - 5:00 


The Official **Documents** Services section will verify the authenticity of **affidavits** and **records** notarized by Ontario government officials/notary publics when, for example, proof of residency is required by foreign officials. It also provides government ministries with a number of other services, such as preparing **certificates** bearing the Great Seal of Ontario and the Privy Seal of the Lieutenant-Governor, for government appointments.

RISK MANAGEMENT AND INSURANCE SERVICES

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)314-3445
Fax (416)314-3444
8:30 - 5:00 


The Risk Management and **Insurance** Services section manages the government's insurance needs including acquisition, claims management and advisory services.

HUMAN RESOURCES SERVICE DELIVERY BRANCH

Macdonald Block Mail Facility
2nd Flr, 77 Wellesley St W
PO Box 500
Toronto M7A 1N3
General Inquiry (416)212-2400
Fax (416)212-2915
8:30 - 5:00 


The Human Resources Service Delivery Branch is responsible for the administration of OPS-wide services such as pay and benefits, generic training, the Employment Transition Fund, youth employment programs, business support and quality assurance.

CORPORATE HUMAN RESOURCES PROGRAM AND SERVICES

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)325-1416 (Delivery/Pickup)
Fax (416)325-1725
8:30 - 4:45 


Corporate Human Resources Programs and Services offers a variety of programs and services to support ministries with the Renewal and Revitalization components of the Human Resources Strategy for the Ontario Public Service. Programs and services include: training courses and special learning initiatives; facilitating components of the OPS Employment Transition Program; Corporate Incentive Funds and Summer Employment Programs.

EMPLOYMENT PROGRAM AND SERVICES

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)325-0889 (Delivery/Pickup)
Fax (416)325-1440
Fax (416)325-1725 (Manager's Fax)
8:30 - 5:00 


Employment Programs and Services offers a number of services to assist in the delivery of specialized programs, i.e. Corporate Incentive Funds are used to assist ministries in meeting their obligations for employment transition and employment accommodation; the Employment Transition Program assists the OPS in meeting employment transition obligations; and, Summer Employment Programs, through Summer Experience Program (SEP) and the Ontario-Quebec Summer Student Job Exchange Program (OQEP) give **youth** the opportunity to work in the OPS.

GENERIC TRAINING

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)325-0889
Fax (416)325-1766
Fax (416)325-1725 (Manager's Fax)
8:30 - 4:45 


Generic Training offers a comprehensive range of training courses in professional effectiveness, business management, leadership, policy and government, health and safety, desktop IT and much more in its three major business lines: Scheduled Courses, Dedicated Training and Special Initiatives.

PAYROLL AND BENEFITS

Macdonald Block Mail Facility
2nd Flr, 77 Wellesley St W
PO Box 500
Toronto M7A 1N3
General Inquiry (416)212-2400 


Payroll and Benefits provide integrated payroll management, benefits administration and service delivery to the OPS.

PLANNING AND CONSULTING

Macdonald Block Mail Facility
2nd Flr, 77 Wellesley St W
PO Box 500
Toronto M7A 1N3
General Inquiry (416)212-2400
Fax (416)212-2916
Fax (416)212-2917 


Planning and Consulting provides internal business support to the HR and Payroll systems including identification and documentation of system change requirements, development of business processes, procedures, and supporting tools, systems testing, monitoring data quality and communication to internal clients.

STRATEGIC PROCUREMENT BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)325-0889 (Reception)
(416)326-9300 (SSB Contact Centre)
Fax (416)326-4992
8:30 - 5:00 

The Strategic Procurement Branch manages non IT related procurement transactions in the Ontario Public Service and enterprise-wide initiatives such as fleet management. The branch also provides procurement support to individual ministries.

ENTERPRISE STRATEGIES AND CONTRACT MANAGEMENT

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)326-9300 (SSB Contact Centre)
Fax (416)326-4992
8:30 - 5:00 


Enterprise Strategies and Contract Management is responsible for enterprise-wide services and contract management, including: E-procurement - Electronic Ordering, Enterprise-wide Corporate Programs and Contracts, Procurement Analysis, Contract Management, and Broader Public Sector (BPS Relations).

IFIS PROJECT

6th Flr, 700 University Ave
Toronto M7S 2S4
General Inquiry (416)326-9300 (SSB Contact Centre)
8:30 - 5:00 


IFIS Project is responsible for Implementation and rollout of IFIS procurement.

PROCUREMENT CONSULTING SERVICES

2nd Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)326-9300 (SSB Contact Centre)
Fax (416)326-1500
8:30 - 5:00 

Procurement Consulting Services is responsible for providing expert strategic advisory and consultation support regarding procurement activities including: High Risk Initiatives, Precedent Setting Initiatives, Long Term Initiatives, and Support Client's Businesses.

PROCUREMENT OPERATIONS - TORONTO

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)314-2278
Fax (416)326-4992
8:30 - 5:00 

Operations is responsible for providing on-going support and customer services within the procurement process including: Front Room customer service, Daily procurement advice, guidance and operational support, Administration of the acquisition process, Operationalizing IFIS.

CENTRAL REGION

Atrium Tower

1st Flr, 1201 Wilson Ave

Toronto M3M 1J8

General Inquiry (416)235-5123

Fax (416)235-5098

EASTERN REGION

300 Water St

Peterborough K9J 8M5

General Inquiry (705)755-2015

Fax (705)755-2025

NORTHERN REGION

3rd Flr, 300 First Ave

PO Box 4100

North Bay P1B 9M3

General Inquiry (705)494-3184

Fax (705)494-3161

8:30 - 5:00


QUALITY ASSURANCE

6th Flr, 700 University Ave

Toronto M7A 2S4

General Inquiry (416)314-2278

Fax (416)326-4992

8:30 - 5:00 

Quality Assurance is responsible for ensuring that integrity and rigor are maintained in the delivery of procurement services. This is achieved through: Business Process Analysis, Best Practices, Performance Measures, Training, Risk Management, Communications, and Management of Service Level Agreements (SLA's).


AGENCIES, BOARDS AND COMMISSIONS**CIVIL SERVICE COMMISSION**

Ferguson Block

12th Flr, 77 Wellesley St W

Toronto M7A 1N3

General Inquiry (416)325-1630

8:30 - 5:00 

The Civil Service Commission functions under the **Public Service** Act and is responsible for monitoring the government's performance as an employer, especially with regard to preserving the merit principle and promoting corporate values. The responsibilities of the commission are to set regulations relating to a wide range of human resource management issues affecting salaries, **classifications**, recruitment, **benefits** and hours of work, subject to the approval of the Lieutenant-Governor-in-Council. Also, the commission is responsible for considering a wide variety of staffing/recruitment actions and approve non-delegated **appointments**.

ADVERTISING REVIEW BOARD


Macdonald Block

2nd Flr Rm M2-56, 900 Bay St

Toronto M7A 1N3


General Inquiry (416)327-2183

Fax (416)327-2179

8:00 - 4:00 


The **Advertising** Review Board monitors advertising policy, oversees the advertising agency selection process and ensures government policy standards are met.

ONTARIO PENSION BOARD

Suite 1100, 1 Adelaide St E
Toronto M5C 2X6
General Inquiry (416)364-8558
Toll Free 1-800-668-6203 (Within Canada & USA)
Fax (416)364-7578
www.opb.on.ca
8:00 - 5:00 


The Ontario **Pension** Board (OPB) administers the Public Service Pension Plan (the "Plan") in accordance with the Public Service Pension Act, the Pension Benefits Act, the Income Tax Act (Canada) and other relevant legislation. The management and most of the non-Ontario Public Service Employees' Union (OPSEU) represented employees of the Ontario Public Service and its agencies, including members of the Ontario Provincial Police, are the members of the Plan. The OPB also administers, on behalf of the employers, certain insured benefit plans for its pensioners. The OPB also manages the Public Service Pension Fund and related investment processes. Ontario Public Service employees who are members of OPSEU are covered by the OPSEU Pension Trust. The OPB also administers, on behalf of Management Board of Cabinet, certain aspects of the Ontario Provincial Judges Pension Plan.

ONTARIO REALTY CORPORATION

Ferguson Block
11th Flr, 77 Wellesley St W
Toronto M7A 2G3
General Inquiry (416)327-3937
Toll Free 1-877-863-9672
Fax (416)327-1906
www.orc.on.ca
8:30 - 5:00 


The Ontario Realty Corporation (ORC) was established in 1993 as a crown corporation. The **ORC** provides a broad range of **real estate** services including construction project management, facilities management, portfolio management and asset rationalization on behalf of Management Board Secretariat. The ORC has a clear line of accountability: the President and Chief Executive Officer is responsible to the Board of Directors which, in turn, is accountable to the Chair of Management Board of Cabinet.

OPSEU PENSION TRUST

Suite 1200, 1 Adelaide St E
Toronto M5C 3A7
General Inquiry (416)681-6161
(416)681-6100 (Client Services)
Toll Free 1-800-637-0024 (Canada-Wide)
Fax (416)681-6175
www.optrust.com
8:00 - 5:00 

The **OPSEU Pension** Trust (OPTrust) administers the Pension Plan and manages the Fund and related investment processes for OPSEU members who are employed by the Ontario government and certain agencies, boards and commissions that are participating employers in the plan. In addition, members of the Ontario Liquor Board Employees Union (OLBEU) and the Canadian Union of Public Employees (CUPE) Local 3096 are members of the Plan, as are employees of the OPSEU Pension Trust. Members who retire with a pension from OPTrust may qualify for post-retirement benefits coverage provided by their employers and administered by Great-West Life.

PROVINCIAL JUDGES PENSION BOARD


Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-8395
Fax (416)327-8402 

Provincial Judges **Pension** Board authorizes payments of benefits to provincial judges and administers the Provincial Judges Benefits Plan.

ACTS

Archives Act
Cabinet Ministers' and Opposition Leaders' Expenses Review and Accountability Act, 2002
Capital Investment Plan Act, 1993 (in respect to the Ontario Realty Corporation)
County of Middlesex Act, 1979
Flag Act
Floral Emblem Act
Freedom of Information and Protection of Privacy Act
Lobbyists Registration Act, 1998
Management Board of Cabinet Act
Ministry of Government Services Act
Municipal Freedom of Information and Protection of Privacy Act
Ontario Public Service Employees' Union Pension Act, 1994
Public Service Act
Public Service Pension Act
Treasury Board Act, 1991


MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING

17th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7041
TTY (416)585-6991
TTY Toll Free 1-866-220-2290
www.mah.gov.on.ca
8:30 - 5:00 

The Ministry of Municipal Affairs and Housing's goal is an Ontario made up of strong communities, each with dynamic local economies and an attractive quality of life. The ministry promotes efficient local governments committed to excellence, accountable to taxpayers and responsive to local needs. The ministry works for a housing market that serves the full range of housing needs of Ontarians, protects tenants, encourages private sector building and provides opportunities for affordable housing. The ministry also has responsibility for rural affairs and for urban affairs, and works to promote strong, efficient and effective local governments in both the rural and urban areas.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

17th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7041 (Customer Assistance)
TTY (416)585-6991
TTY Toll Free 1-866-220-2290
Fax (416)585-6227
8:30 - 5:00 


Communications Branch provides advice, consultation and communication services to the Ministry of Municipal Affairs and Housing and its agencies. It coordinates and monitors the delivery of French language services for the ministry.

BUSINESS MANAGEMENT DIVISION

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7209
Fax (416)585-6112
Fax (416)585-6191
8:30 - 5:00 

For inquiries related to the following services, please refer to the Shared Services Bureau under Management Board Secretariat: financial processes such as accounts payable, accounts receivable and financial system maintenance; mail, print and records management services; payroll and benefits; purchasing and strategic procurement services.

FREEDOM OF INFORMATION AND PRIVACY UNIT


3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7663
Fax (416)585-7122
8:30 - 5:00 

Freedom of Information and Privacy Unit provides strategic coordination and advice for the implementation of the Freedom of Information and Privacy Act in the ministry.

Services offered to the Public:


Freedom of Information and Protection of Privacy

LEGAL BRANCH

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7087
Fax (416)585-4003
8:30 - 5:00 


The Legal Branch provides a full range of legal services to the ministry including providing strategic legal advice on programs and activities to the Minister and Associate Ministers, Deputy Minister and senior staff. It assumes responsibility for managing all litigation, including court and tribunal proceedings and prosecutions in which the ministry has an interest; drafts agreements; provides opinions on statutes and regulations; drafts legislation; prepares orders in council; drafts other legal documents necessary for the effective and prudent delivery of ministry initiatives. Branch staff are seconded to the Ministry of Municipal Affairs and Housing by the Ministry of the Attorney General.

ORGANIZATIONAL EFFECTIVENESS BRANCH

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6820
Fax (416)585-7259
8:30 - 5:00 

The Organizational Effectiveness Branch provides expertise and consultation in assessing, diagnosing and aligning the organizational structure and processes, with the ministry's business goals. It leads the design, development and implementation of human resources and labour management initiatives, which support the strategic and tactical needs of the organization; provides expertise and strategic support on change management and organizational renewal; champions a learning culture within the ministry by promoting the application of innovative and effective approaches to learning to meet current and future competencies; and develop strategies to maintain and build on a positive labour management relationship within the ministry.


LOCAL GOVERNMENT DIVISION

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6320
Fax (416)585-6463
8:30 - 5:00 

Local Government Division is responsible for the development of policies, legislation and regulations related to municipal government structure, finance and accountability, as well as the


development of strategies for consultation with municipalities, municipal organizations and client groups.

MUNICIPAL PERFORMANCE AND ACCOUNTABILITY BRANCH

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6022
Fax (416)585-6161 


The **Municipal** Performance and Accountability Branch (MPAB) develops and implements initiatives and policies which improve the capacity of local governments to deliver better services to taxpayers in a more accountable manner. MPAB is responsible for the Municipal Performance Measurement Program (MPMP) and the municipal Financial Information Return (FIR), initiatives aimed at improving municipal service delivery, municipal procurement policies, labour policies and other municipal accountability measures.

MUNICIPAL SERVICES DIVISION

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6429
Fax (416)585-6445
9:00 - 5:00 

As the ministry's primary liaison with municipal sector clients, the Municipal Services Division fosters productive and cooperative provincial-municipal relations through direct client contact and delivers statutory, program, education and advisory services to promote strong communities and local governments.

MUNICIPAL PROGRAMS AND EDUCATION BRANCH


3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
Fax (416)585-7292
8:30 - 5:00 

Municipal Programs and Education Branch delivers programs and education/training to enhance the capacity of **municipalities** to deliver services in a strong, effective and responsible manner in partnership with the Municipal Services Offices.

Services offered to the Public:

Ontario Disaster Relief Assistance Program
Shoreline Property Assistance Program

DISASTER RELIEF UNIT

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7077
Fax (416)585-7292 

The Disaster Relief Unit develops policy and programs for disaster or emergency aid in the disaster/emergency planning area. This includes mitigation/prevention policy, emergency financial assistance and ad hoc programs for financial assistance in disaster situations.

MUNICIPAL SERVICES OFFICES

The Municipal Services Offices (MSOs) provide training, education and ongoing operational guidance to municipal clients with the aim of developing strong and accountable local governments. MSOs respond to anticipate municipal issues and trends of provincial interest, communicate key government priorities to municipal stakeholders, and assist **municipalities** to access government programs and to capitalize on best practices in municipal finance and administration. MSOs also deliver education and advisory services to promote effective community planning and provide a 'one window' planning service for provincial input, review, decision-making and **appeal** of planning applications. Services offered to the public: **Land use planning** approvals where MAH is the approval authority. Land use planning education, training and communications.

CENTRAL MUNICIPAL SERVICES OFFICE

2nd Flr, 777 Bay St

Toronto M5G 2E5

(416)585-6226 (Durham, York, Peel, Halton,

Simcoe, Muskoka, Dufferin, Niagara,

Hamilton-Wentworth, Toronto)

Toll Free 1-800-668-0230 (Durham, York,

Peel, Halton, Simcoe, Muskoka, Dufferin,

Niagara, Hamilton-Wentworth, Toronto)

Fax (416)585-6882

8:30 - 5:00 ♿

EASTERN MUNICIPAL SERVICES OFFICE

Rockwood House

8 Estate Lane

Kingston K7M 9A8

(613)548-4304 (Frontenac, Haliburton,

Hastings Lanark, Leeds and Greenville,

Lennox & Addington, Northumberland)

Toll Free 1-800-267-9438 (Ottawa, Prescott-

Russell, Prince Edward, Stormont, Dundas/

Glengarry, Kawartha Lakes, Refrew, Peterb)

Fax (613)548-6822

8:30 - 5:00 ♿

NORTHEASTERN MUNICIPAL SERVICES OFFICE

Suite 401, 159 Cedar St

Sudbury P3E 6A5

General Inquiry (705)564-0120

Toll Free 1-800-461-1193 (Cochrane, Algoma,

Manitoulin, Sudbury, Parry Sound, Nipissing,

Timiskaming)

Fax (705)564-6863

8:30 - 5:00 ♿

NORTHWESTERN MUNICIPAL SERVICES OFFICE

Suite 223, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1651

Toll Free 1-800-465-5027 (Thunder Bay,

Kenora, Rainy River)

Fax (807)475-1196

8:30 - 5:00 ♿

SOUTHWESTERN MUNICIPAL SERVICES OFFICE

2nd Flr, 659 Exeter Rd

London N6E 1L3

(519)873-4020 (Elgin, Essex, Grey,

Haldimand, Norfolk, Huron, Chatham-Kent,

Lambton, Middlesex, Oxford, Perth)

Toll Free 1-800-265-4736 (Waterloo, Brant,

Bruce, Wellington)

Fax (519)873-4018

8:30 - 5:00 ♿

PLANNING AND DEVELOPMENT DIVISION

14th Flr, 777 Bay St

Toronto M5G 2E5


General Inquiry (416)585-6778

Fax (416)585-6467

8:30 - 5:00 ♿

The Planning and Development Division is responsible for policy development and the implementation of initiatives in the areas of land use planning, building regulations and the promotion of a strong housing market.

BUILDING AND DEVELOPMENT BRANCH


2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6666
Fax (416)585-7455
Fax (416)585-7531
obc.mah.gov.on.ca
8:30 - 5:00 

The **Building** and Development Branch is responsible for the regulatory framework for the **construction** of buildings under the Ontario Building Code and for the maintenance of existing buildings through municipal **property** standards. The branch develops and contributes to provincial policy with respect to the regulatory framework for the development of **housing**.

Services offered to the Public:


Building Regulation

MARKET HOUSING BRANCH

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7519
Fax (416)585-7607
8:30 - 5:00 


The Market **Housing** Branch provides the policy and regulatory framework which promotes a healthy and efficient housing market in Ontario by assisting developers of affordable housing, supporting consumer protection legislation, and preparing research and analysis of the housing market.

NORTH PICKERING LAND EXCHANGE TEAM

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6366
Fax (416)585-7305
8:30 - 5:00 

The North Pickering **Land** Exchange Team will implement the portion of the Oak Ridges **Conservation** Plan strategy that will see environmentally sensitive lands currently in private ownership conveyed to the public trust in exchange for these owners receiving certain provincially owned lands of equivalent value in the City of Pickering. The team leads ministry negotiations with the private landowners on behalf of the province and will coordinate planning and development activities on the Pickering lands, commonly known as Seaton.


PROVINCIAL PLANNING AND ENVIRONMENTAL SERVICES BRANCH

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6014
Fax (416)585-4245
Fax (416)585-4006
8:30 - 5:00 

The Provincial Planning and Environmental Services Branch (PPESB) provides leadership in **land use planning** through the development, administration and monitoring of policy and legislation (the Planning Act and related legislation). It undertakes research and analysis of land use planning


issues, fosters excellence in land use planning by identifying and promoting innovative planning practices which continue to improve Ontario's land use planning system and meet government objectives. It articulates matters of provincial interest, through the Provincial Policy Statement (PPS) and provincial plans as required. The branch is also responsible for the stewardship of major and strategic land use policy initiatives (e.g. Oak Ridges Moraine). PPESB is the lead branch in providing Geographic Information Systems (GIS) applications, information integration and web-based GIS tools in land use planning to expand on-line services and fulfill the E-government agenda.

SOCIAL HOUSING BRANCH

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7533
Fax (416)585-7003
8:30 - 4:45 


The Social **Housing** Branch sets the framework for municipal administration of social housing throughout the province, including non-profit, cooperative and former public housing. The branch manages the province's contingent liability for social housing and continues to perform ongoing provincial responsibilities as prescribed in the Social Housing Reform Act, 2000. For information on subsidized housing, contact your municipality.

RURAL DEVELOPMENT DIVISION

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6345
Fax (416)585-6685
8:30 - 5:00 

This division helps enable rural Ontario to build strong, vibrant communities with diversified economies and healthy social and environmental climates. To that end, it works collaboratively with rural communities, municipalities, businesses and organizations. It also works to bring a rural perspective to policies and programs across this ministry and all levels of government.

RURAL DEVELOPMENT POLICY BRANCH


4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3537
Fax (519)826-6643
8:30 - 5:00 

The Rural Development Policy Branch provides a policy focus on rural development issues. It works closely with rural organizations and stakeholders; develops policy options and programs for rural Ontario; coordinates research on rural development issues; provides a rural perspective in provincial policy and program development across government; and works with federal, provincial and territorial governments and other jurisdictions to address common rural issues.

Services offered to the Public:

Consultation on rural issues

RURAL INVESTMENTS BRANCH


4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-588-4111
Fax (519)826-4336
8:30 - 5:00 

The Rural **Investments** Branch is responsible for designing and delivering programs that make strategic investments in rural Ontario. The Ontario Small Town and Rural (OSTAR) Infrastructure program improves the quality of infrastructure in Ontario's rural areas, towns and small cities. The OSTAR Rural Economic Development program, also known as OSTAR RED, supports local and regional economic development initiatives. The Rural Summer Jobs program gives high school students work experience in rural Ontario. This branch also administers Healthy Futures for Ontario Agriculture for the Ministry of Agriculture and Food. This program aims to build on the success of Ontario's agri-food industry.

Services offered to the Public:

Healthy Futures for Ontario Agriculture
Ontario Small Town and Rural (OSTAR) Infrastructure
Ontario Small Town and Rural (OSTAR) Rural Economic Development
Rural Summer Jobs

RURAL PROGRAMS BRANCH


4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3203
Fax (519)826-6643
8:30 - 5:00 

The Rural Programs Branch has two main functions. The first is to develop programs and tools that support rural development in communities across Ontario. Existing resources are the Rural Economic Development and Data Intelligence (REDDI) Web site; the Business Retention and Expansion (BR+E) Toolkit; and Resource Jump Teams, which are small groups of experts who work with communities or sectors to develop strategies for overcoming economic barriers. The branch's second function is to provide regional advisory services, program delivery and support for rural development through a network of eight regional rural development teams.

Services offered to the Public:

Business Retention and Expansion (BR+E) Toolkit
Resource Jump Teams
Rural Economic Development Data and Intelligence (REDDI) Web site

SMART GROWTH SECRETARIAT


16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6746
Fax (416)585-7639
www.smartgrowth.gov.on.ca
9:00 - 5:00 

The Smart Growth Secretariat provides leadership in the development of a made-in-Ontario Smart Growth agenda. Smart Growth will result in integrated decision-making that brings together all levels of government and other stakeholders on issues such as transportation, infrastructure, land

use, the environment, housing and public investment to create a higher quality of life. Smart Growth is a vision for a strong economy, strong community and a clean and healthy environment.

AGENCIES, BOARDS AND COMMISSIONS

BUILDING CODE COMMISSION


2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-4243
Fax (416)585-7531
obc.mah.gov.on.ca
8:30 - 5:00 

The **Building Code** Commission resolves disputes related to the interpretation of and sufficiency of compliance with the Ontario Building Code's technical requirements. Typically, the parties to such disputes are building officials and building **permit** applicants or persons to whom orders have been issued.

Services offered to the Public:


Resolution of Building Code Disputes

BUILDING MATERIALS EVALUATION COMMISSION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-4234
Fax (416)585-7531 


The **Building Materials Evaluation Commission (BMEC)** reviews and evaluates innovative building materials, systems and designs for use in **construction** in Ontario. Typically, applicants to the BMEC are manufacturers, distributors and/or marketers of construction products.

ONTARIO HOUSING CORPORATION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7533
Fax (416)585-7003
8:30 - 4:30 

Ontario **Housing** Corporation (OHC) is an agency of the Ministry of Municipal Affairs and Housing. OHC transferred its public housing to municipal control effective, January 1, 2001. OHC continues to carry out certain obligations associated with the financing of the public housing program and the Dr. Albert Rose Bursary Program.

ONTARIO MORTGAGE CORPORATION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7183
Fax (416)585-7140
8:30 - 5:00 

The Ontario **Mortgage** Corporation is a corporate entity reporting to the Minister of Municipal Affairs and **Housing** through a board of directors. The corporation is responsible for mortgage administration services.

ONTARIO RENTAL HOUSING TRIBUNAL

12th Flr, 777 Bay St
 Toronto M5G 2E5
 (416)585-7295 (Reception - Head Office)
 (416)645-8080 (Greater Toronto Area Public Information)
 Toll Free 1-888-332-3234 (Public Information - Toll Free)
 Fax (416)585-6363
 www.orht.gov.on.ca
 8:30 - 4:30 ♿

The Ontario Rental **Housing** Tribunal is an independent agency which is responsible for resolving applications filed under the Tenant Protection Act. Twenty offices across the province provide information about the Act, the tribunal's procedures and **landlord and tenant** matters. The Tribunal also distributes forms and information brochures and conducts **hearings** to adjudicate landlord-tenant disputes.

Services offered to the Public:

Adjudication of Landlord/Tenant Applications
Landlord/Tenant Application Processing
Mediation

TRIBUNAL OFFICES**CENTRAL ONTARIO REGIONAL OFFICE**

Suite 550, 4 Robert Speck Pky
Mississauga L4Z 1S1
 General Inquiry (416)645-8080
 Toll Free 1-888-332-3234
 Fax (905)279-7286
 Toll Free Fax 1-888-322-2841 ♿

BARRIE CLIENT SERVICE OFFICE

34 Simcoe St
Barrie L4N 6T4
 Toll Free 1-888-332-3234
 Fax 1-888-322-2841 ♿

EASTERN REGIONAL OFFICE

4th Flr, 255 Albert St
Ottawa K1P 6A9
 Toll Free 1-888-332-3234
 Fax (613)787-4024
 Toll Free Fax 1-888-377-8805 ♿

KINGSTON CLIENT SERVICE OFFICE

The Ontario Government Ctr
 Beechgrove Complex
 51 Heakes Lane
Kingston K7M 9B1
 Toll Free 1-888-332-3234
 Fax 1-888-377-8805 ♿

NORTHERN REGIONAL OFFICE

Suite 1003, 199 Larch St
Sudbury P3E 5P9
 Toll Free 1-888-332-3234
 Fax 1-888-377-8805 ♿

THUNDER BAY CLIENT SERVICE OFFICE

Suite 114, 435 James St S
Thunder Bay P7E 6S7
 Toll Free 1-888-332-3234
 Fax 1-888-377-8805 ♿

SOUTHERN REGIONAL OFFICE

14th Flr, 119 King St W
Hamilton L8P 4Y7
 Toll Free 1-888-332-3234
 Fax (905)521-7870
 Toll Free Fax 1-866-455-5255 ♿


ST CATHARINES CLIENT SERVICE OFFICE

301 St Paul St
St Catharines L2R 7R4
 Toll Free 1-888-332-3234
 Fax 1-866-455-5255 ♿

SOUTHWESTERN REGIONAL OFFICE

Suite 400, 150 Dufferin Ave
London N6A 5N6
 Toll Free 1-888-332-3234
 Fax (519)679-7290
 Toll Free Fax 1-888-377-8813 ♿


KITCHENER CLIENT SERVICE OFFICE

Suite 401, 30 Duke St W
Kitchener N2H 3W5
 Toll Free 1-888-332-3234
 Fax 1-888-377-8813 


OWEN SOUND CLIENT SERVICE OFFICE

1050 Second Ave E
Owen Sound N4K 2H7
 Toll Free 1-888-332-3234
 Fax 1-888-377-8813


WINDSOR CLIENT SERVICE OFFICE

6th Flr, 880 Ouellette Ave
Windsor N9A 1C7
 Toll Free 1-888-332-3234
 Fax 1-888-377-8813 


TORONTO EAST/DURHAM REGIONAL OFFICE

Unit 2, 2275 Midland Ave
Toronto M1P 3E7
 General Inquiry (416)645-8080
 Toll Free 1-888-332-3234
 Fax (416)314-8649
 Toll Free Fax 1-888-377-8808 


PETERBOROUGH CLIENT SERVICE OFFICE

Robinson Pl
 300 Water St
Peterborough K9J 3C7
 Toll Free 1-888-332-3234
 Fax 1-888-377-8808 


WHITBY CLIENT SERVICE OFFICE

590 Rossland Rd E
Whitby L1N 9J4
 General Inquiry (416)645-8080
 Toll Free 1-888-332-3234
 Fax 1-888-377-8808 

TORONTO NORTH REGIONAL OFFICE

Suite 700, 47 Sheppard Ave E
Toronto M2N 5X5
 General Inquiry (416)645-8080
 Toll Free 1-888-332-3234
 Fax (416)314-9567 

TORONTO SOUTH REGIONAL OFFICE


2nd Flr, 79 St Clair Ave E
Toronto M4T 1M6
 General Inquiry (416)645-8080
 Toll Free 1-888-332-3234
 Fax (416)326-9838 

ACTS


Building Code Act, 1992
 City of Greater Sudbury Act, 1999
 City of Hamilton Act, 1999
 City of Kawartha Lakes Act, 2000
 City of London Act, 1990
 City of Ottawa Act, 1999
 City of Toronto Act, 1997
 City of Toronto Act, 1997 (No. 2)
 Commercial Tenancies Act
 Development Charges Act, 1997
 Geographic Township of Hansen Act, 1986
 Housing Development Act
 Line Fences Act
 Ministry of Municipal Affairs and Housing Act
 Municipal Act, 2001
 Municipal Affairs Act
 Municipal Arbitrations Act
 Municipal Conflict of Interest Act
 Municipal Corporations Quieting Orders Act
 Municipal Extra-Territorial Tax Act
 Municipal Franchises Act
 Municipal Tax Assistance Act
 Municipal and School Tax Credit Assistance Act
 Municipality of Shuniah Act, 1936
 North Pickering Development Corporation Act, 1974

Oak Ridges Moraine Conservation Act, 2001
Oak Ridges Moraine Protection Act, 2001
Ontario Housing Corporation Act
Ontario Municipal Employees Retirement System Act
Ontario Planning and Development Act, 1994
Planning Act
Public Utilities Act
Road Access Act
Shoreline Property Assistance Act
Social Housing Reform Act, 2000
Statute Labour Act
Tax Sales Confirmation Act, 1974
Tenant Protection Act, 1997
Territorial Division Act, 2002
Toronto Islands Residential Community Stewardship Act, 1993
Town of Haldimond Act, 1999
Town of Moosonee Act, 2000
Town of Norfolk Act, 1999

MINISTER RESPONSIBLE FOR NATIVE AFFAIRS


11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
www.nativeaffairs.jus.gov.on.ca
8:30 - 5:00 

ONTARIO NATIVE AFFAIRS SECRETARIAT

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00 


The Ontario **Native** Affairs Secretariat supports the Minister Responsible for Native Affairs. It conducts **land** claim negotiations on behalf of the province; implements land claim settlements to remove barriers to investment in order to enhance economic opportunities for **Aboriginal** and non-Aboriginal communities; and represents the interests of the province in self-government negotiations between Canada and First Nations. It works and partners with Aboriginal businesses and organizations, corporate Ontario, the private sector, provincial ministries and the federal government to promote Aboriginal self-reliance and economic development. The Secretariat also develops provincial policy and works with other ministries to coordinate the government's overall approach to Aboriginal matters, and maintains relations with First Nations, Metis, Inuit, and Aboriginal organizations such as Friendship Centres, the federal government, stakeholders and the public.

OFFICE OF THE SECRETARY

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00 


The Secretary for Native Affairs develops and implements strategic directions and corporate priorities on Aboriginal issues in support of the Minister Responsible for Native Affairs. The Secretary also leads the senior management team in the management of day-to-day operations and communications. The Secretary for Native Affairs is supported by the Office of the Secretary.

ABORIGINAL/FEDERAL RELATIONS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00 


The Aboriginal/Federal Relations Branch is responsible for coordinating and maintaining relationships with Aboriginal communities, organizations and people, the federal government and other provincial governments in regard to Aboriginal matters.

COMMUNICATIONS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4779
8:30 - 5:00 


The Communications Branch provides communications expertise, services and advice. The branch supports the Secretariat's core businesses and goals through the delivery of strategic and effective communications, and assists with all government communications related to Aboriginal matters.

CORPORATE ABORIGINAL POLICY AND MANAGEMENT

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00 


The Corporate **A**bsoriginal Policy and Management Branch provides corporate management, policy development and coordination, and policy advice on Aboriginal matters. The branch manages implementation of the Building Aboriginal Economies Strategy and delivery of several of its programs (Working Partnerships, Aboriginal Community Capital **G**rants Program, Ontario Aboriginal **E**conomic **D**evelopment Program). It also administers transfer payments and provides ONAS with financial and administrative planning, telecommunications, operations and human resources support.

LEGAL SERVICES BRANCH

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00 


The Legal Services Branch provides Aboriginal law expertise and legal services and advice to support the Secretariat's core businesses and goals. The branch also liaises with other legal branches in government on Aboriginal and related law matters.

NEGOTIATIONS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-0542
8:30 - 5:00 

The Negotiations Branch researches **l**and claims, conducts land claim negotiations, implements negotiated settlements, and represents Ontario in federally led self-government negotiations.

NEGOTIATIONS - PEMBROKE, INFORMATION CENTRE - ALGONQUINS OF GOLDEN LAKE LAND CLAIM

Ontario Government Bldg
31 Riverside Dr
PO Box 220
Pembroke K8A 8R6
General Inquiry (613)732-8081
Fax (613)732-7136
8:30 - 5:00 

NEGOTIATIONS - THUNDER BAY

Suite 101, 421 S James St

Thunder Bay P7E 2V6

General Inquiry (807)473-3132

Fax (807)473-3153

8:30 - 5:00

ACTS

Indian Lands Act, 1924

Indian Lands Agreement Confirmation Act, 1989

Manitoulin, Barrie and Cockburn Islands Land Act, 1990


MINISTRY OF NATURAL RESOURCES

Whitney Block

6th Flr Rm 6630, 99 Wellesley St W

Toronto M7A 1W3

General Inquiry (416)314-2000

www.mnr.gov.on.ca 

The purpose of the Ministry of Natural Resources is to provide opportunities for resource development and outdoor recreation for the continuous economic and social benefit of the people of Ontario; and to administer, protect and conserve public lands and waters. The ministry's programs are concerned with the use of the physical resources such as land, water, trees, fish, animals and certain minerals for resource utilization and recreation.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH


Whitney Block

Rm 3440, 99 Wellesley St W

Toronto M7A 1W3

General Inquiry (416)314-2101

Fax (416)314-2102

8:30 - 5:00 

Communications Services Branch maintains records of the Ministry of Natural Resources news releases, speeches, fact sheets and other publications, displays and audio-visual products produced by the branch. Mailing lists and fax numbers are also maintained to facilitate distribution. Films, video tapes, still photos and portable displays are maintained primarily for Ministry of Natural Resources use. Publications are available to the public through the Natural Resource Information Centres (NRIC) in Toronto or Peterborough by calling 1-800-667-1940 (English), 1-800-667-1840 (French) and through some local ministry offices.

INTERNAL AUDIT SERVICES

5th Flr, 40 St Clair Ave W

Toronto M4V 1M2

General Inquiry (416)314-9120

Fax (416)314-9220

The Internal Audit Services provides objective assurance and consulting services to the Ministry of Natural Resources. It assists the MNR in meeting its business objectives by evaluating and making recommendations to improve the ministry's risk management, controllership, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry operations.

LEGAL SERVICES BRANCH


Whitney Block

Rm 3420, 99 Wellesley St W

Toronto M7A 1W3

General Inquiry (416)314-2002


Fax (416)314-2030

8:45 - 5:00 

Legal Services Branch provides legal advice to the Minister, Deputy Minister and Ministry of Natural Resources (MNR) divisional staff. MNR lawyers provide legal advice on more than 40 provincial statutes administered by, or under the responsibility of the Minister of Natural Resources.


These statutes deal with resource management and conservation issues, such as forestry, provincial parks, conservation authorities, fisheries, wildlife, water resources, aviation, firefighting, public lands and aboriginal resource matters. The branch also interprets statutes and legislation, and reviews and provides legal advice on MNR policies. Staff prepares legislation, regulations, orders-in-council, agreements, leases and licences. They also draft contracts and negotiate dispute settlements. The branch assists in the preparation of civil cases affecting MNR, and represents MNR at hearings before administrative tribunals. The branch prosecutes significant cases and pursues appeals if necessary.

MINING AND LANDS COMMISSIONER

24th Flr, 700 Bay St
PO Box 330
Toronto M5G 1Z6
General Inquiry (416)314-2320
Fax (416)314-2327 


The Office of the **Mining** and **Lands** Commissioner is an independent administrative tribunal responsible for hearing and deciding **appeals** under legislation administered by the Ministries of Natural Resources and Northern Development and Mines, including the Mining Act, the **Conservation** Authorities Act, the **Aggregate** Resources Act and others.

CORPORATE MANAGEMENT DIVISION

Whitney Block
6th Flr Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1900
Fax (416)314-1901
8:30 - 4:30 


Corporate Management Division provides leadership in strategic management, business and fiscal planning, land use planning strategy, controllership, administrative policy development, central agency liaison, human resources, organizational learning, program evaluation, assets and facilities management, revenue management, risk assessment, performance measurement, employee health and safety and management of relationships with internal and external service providers.

FINANCE AND BUSINESS SERVICES BRANCH

North Tower
3rd Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1855
Fax (705)755-2508
8:30 - 4:30 

The Finance and Business Services Branch is responsible for corporate financial administration and management support services. This includes corporate accounting, controllership, accommodation management, asset management, financial planning and analysis, business consulting services, corporate support services and liaison with the Shared Services Bureau. In addition, the branch is responsible for the Leslie M. Frost Centre, an OPS staff training facility.

HUMAN RESOURCES BRANCH

Robinson Pl South Tower
3rd Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2125
Fax (705)945-5970 (Sault Ste Marie)
Fax (705)755-3108
8:30 - 4:30 


The Human Resources Branch provides leadership for the ministry's human resources program in support of the ministry business goals and objectives. This includes delivery of advisory services to managers who have primary responsibility for human resources management. The branch provides ministry human resources management direction through effective policies and business practices that are supplemental to corporate directives, collective agreements and legislation. The primary areas of responsibility include occupational health and safety; human resources planning, learning, diversity, revitalization, youth programs, staff relations, staffing, compensation, French language services, public education, and recognition and awards. The branch also is the liaison on human resources matters with Shared Services Bureau, Management Board Secretariat and applicable bargaining agents.

POLICY AND PLANNING COORDINATION BRANCH

Whitney Block
Rm 5520, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1915
Fax (416)314-1948


The Policy and Planning Coordination Branch provides the ministry with strategic advice and services in the area of business planning, central agency liaison, fiscal strategy and control, budget management, corporate priority agenda coordination, evaluation, audit and land use coordination. It also leads the review and implementation of the ministry's management and performance measure systems. Policy and Planning Coordination Branch is a service oriented branch which relies on strong working relationships with the rest of the ministry to fulfill its mandate.

FIELD SERVICES DIVISION

Whitney Block
Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry 1-800-667-1940
Fax (416)314-2629 


Field Services Division is MNR's local presence in communities across the province, delivering integrated programs on the frontlines of resource management through the ministry's three regions and 25 districts. The division delivers a complex array of programs including provincial enforcement, native affairs, fisheries, forests and provincial lands in addition to such ministry resources as finance, facilities and engineering infrastructure, equipment and vehicles. Staff with a wide range of resource management experience work in area teams that are located both in district offices and in 17 area offices. The offices and staff in the division are the principal window to MNR for members of the public, for clients and for stakeholders.

ENFORCEMENT BRANCH

Robinson Pl
6th Flr S, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1777
Fax (705)755-1757 

The **Enforcement** Branch of Field Services Division provides assistance, advice and direction to ministry staff at all levels, on a variety of compliance and law enforcement matters. The branch is responsible for the development, coordination and delivery of an Integrated Provincial Compliance Program which focuses on the promotion, monitoring and enforcement aspects of compliance. The branch liaises and networks with other compliance and enforcement agencies, collects intelligence information on resource violators at a regional and provincial level, reviews and provides direction on the execution of search warrants and coordinates the planning and execution of special **investigations**.

NATIVE AFFAIRS UNIT


Robinson Pl
5th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1826
Fax (705)755-1372 

The **Native** Affairs Unit provides leadership to the ministry in the development and evaluation of all **land** and natural resource management responsibilities as they relate to Native people and ensures Native issues are reflected and complemented in land and natural resource management decisions, policies and strategies. The unit also liaises with Ontario's Native communities, the Ontario Native training and development initiatives, and negotiation and litigation efforts.


REGIONS (NORTHEAST, NORTHWEST, SOUTHCENTRAL)

The ministry's regions (NE, NW, SC) listed separately, ensure coordinated delivery of programs on an ecologically sustainable basis. The regional directors lead and are accountable for successful program delivery at both the regional and district level. Regional staff leads resource management planning and development within the region. Their functions include: providing resource program coordination; providing specialized information and consultative advice regarding resource management issues, in support of district and area teams; developing strategic land-use and resource management plans for the region; approving resource management plans for each area; developing science and technology applications and transferring them to those who will use them and providing engineering, aviation, **fire** management and **emergency** response services. A number of regional program staff report to other divisions, but continue to be part of the regional team.


NORTHEAST REGION

Ontario Government Complex
Hwy 101 E
PO Bag 3020
South Porcupine P0N 1H0
(705)235-1157 (Northeast Region Office Only)
Fax (705)235-1226 (Regional Director - Confidential)
Fax (705)235-1246 

CHAPLEAU DISTRICT

190 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710
Fax (705)864-0681 

FIRE MANAGEMENT HEADQUARTERS

CHAPLEAU (EAST FIRE REGION)
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710
Fax (705)864-1376 

COCHRANE DISTRICT

2 Third Ave

PO Box 730

Cochrane P0L 1C0

General Inquiry (705)272-4365

Fax (705)272-7183

**FIRE MANAGEMENT HEADQUARTERS -
COCHRANE (EAST FIRE REGION)**

2 Third Ave

PO Box 730

Cochrane P0L 1C0

General Inquiry (705)272-7136

Fax (705)272-7151

Fax (705)362-7515 (Hearst)

MOOSONEE AREA OFFICE

Ontario Government Bldg

Revillion Rd

PO Box 190

Moosonee P0L 1Y0

General Inquiry (705)336-2987

Fax (705)336-2983

EAST FIRE REGION

Sudbury Airport Complex

Unit 14A, 2621 Skead Rd

PO Bag 500

Garson P3L 1W3

General Inquiry (705)564-6019

Fax (705)564-6033

HEARST DISTRICT

613 Front St

PO Box 670

Hearst P0L 1N0

General Inquiry (705)362-4346

Fax (705)372-2245 (Including Missinaibi

West Area Team)

KAPUSKASING AREA OFFICE

Government Rd

RR 2

Kapuskasing P5N 2X8

General Inquiry (705)335-6191

Fax (705)337-9345 (Including Kapuskasing
Area Team)**KIRKLAND LAKE DISTRICT**

10 Government Rd E

PO Box 910

Kirkland Lake P2N 3K4

General Inquiry (705)568-3222

Fax (705)568-3200

NORTH BAY DISTRICT

3301 Trout Lake Rd

North Bay P1A 4L7

(705)475-5550 (North Bay District)

Fax (705)475-5500 (Including Temagami,
Tomiko & Wasi Area Teams)

8:30 - 5:00 ☎

**FIRE MANAGEMENT HEADQUARTERS -
NORTH BAY (EAST FIRE REGION)**

3301 Trout Lake Rd

North Bay P1A 4L7

General Inquiry (705)475-5550

Fax (705)475-5559

SAULT STE MARIE DISTRICT

64 Church St

Sault Ste Marie P6A 3H3

General Inquiry (705)949-1231

Fax (705)949-6450

8:30 - 5:00 ☎

BLIND RIVER AREA OFFICE

62 Queen Ave

PO Box 190

Blind River P0R 1B0

General Inquiry (705)356-2234

Fax (705)356-7441

8:30 - 5:00 ☎

**FIRE MANAGEMENT HEADQUARTERS -
SAULT STE MARIE (EAST FIRE REGION)**

64 Church St

Sault Ste Marie P6A 3H3

General Inquiry (705)949-1231

Fax (705)949-6450

SUDBURY DISTRICT

Suite 5, 3767 Hwy 69 S

Sudbury P3G 1E7

General Inquiry (705)564-7823

Fax (705)564-7879

8:30 - 5:00 ☎

ESPANOLA AREA OFFICE

148 Fleming St

Espanola P3E 1R8

General Inquiry (705)869-1330

Fax (705)869-4620

8:30 - 5:00

FIRE MANAGEMENT HEADQUARTERS - SUDBURY (EAST FIRE REGION)

Sudbury Airport Complex
Unit 14-A, 2621 Skead Rd
PO Bag 500
Garson P3L 1W3
General Inquiry (705)564-6000
Fax (705)564-6059

TIMMINS DISTRICT

Ontario Government Complex
Hwy 101 E
PO Bag 3090

South Porcupine P0N 1H0
General Inquiry (705)235-1300
Fax (705)755-1373 (Fire)
Fax (705)235-1377 (Including Nighthawk &
Mattagani Area Teams)
Fax (705)235-1331 (Warehouse) ♿

FIRE MANAGEMENT HEADQUARTERS - TIMMINS (EAST FIRE REGION)

Ontario Government Complex
Hwy 101 E
PO Bag 3090
South Porcupine P0N 1H0
General Inquiry (705)235-1300
Fax (705)267-1373 (Timmins)
Fax (705)642-4204 (Kirkland Lake)

GOGAMA AREA OFFICE

2000 Low Ave
PO Box 129
Gogama P0M 1W0
General Inquiry (705)894-2000
Fax (705)894-2040

WAWA DISTRICT

Hwy 101
PO Box 1160
Wawa P0S 1K0
General Inquiry (705)856-2396
Fax (705)856-7511 ♿

FIRE MANAGEMENT HEADQUARTERS - WAWA (EAST FIRE REGION)

Hwy 101
PO Box 1160
Wawa P0S 1K0
General Inquiry (705)856-2396
Fax (705)856-4849

MANITOUWADGE AREA OFFICE

Postal Bag Service
Manitouwadge P0T 2C0
General Inquiry (807)826-3225
Fax (807)826-4631

NORTHWEST REGION

Ontario Government Bldg
Suite 221A, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1471
Fax (807)473-3023 ♿

DRYDEN DISTRICT

479 Government Rd
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)223-3341
Fax (807)223-2824

DRYDEN FIRE MANAGEMENT HEADQUARTERS (WEST FIRE REGION)

95 Ghost Lake Rd
PO Box 850
Dryden P8N 2Z5
General Inquiry (807)937-7350
Fax (807)937-7349

IGNACE AREA OFFICE

Hwy 599
PO Box 448
Ignace P0T 1T0
General Inquiry (807)934-2233
Fax (807)934-2304 ♿

FORT FRANCES DISTRICT

922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-5337
Fax (807)274-4438
Fax (807)274-5553 ♿

ATIKOKAN AREA OFFICE

108 Saturn Ave
Atikokan P0T 1C0
General Inquiry (807)597-6971
Fax (807)597-6185 ♿

FORT FRANCES FIRE MANAGEMENT HEADQUARTERS (WEST FIRE REGION)

922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-8643
Fax (807)274-5553 ♿

KENORA DISTRICT

808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)468-2501
Fax (807)468-2736 ♿

**KENORA FIRE MANAGEMENT
HEADQUARTERS (WEST FIRE REGION)**
Airport Rd
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)548-1919
Fax (807)548-5412
8:30 - 5:00 ♿

NIPIGON DISTRICT
5 Wadsworth Dr
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)887-5000
Fax (807)887-2993

GERALDTON AREA OFFICE
208 Beamish Ave W
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-1030
Fax (807)854-0335

**GERALDTON FIRE MANAGEMENT
HEADQUARTERS (WEST FIRE REGION)**
Geraldton District Airport
Hwy 584
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-0558
Fax (807)854-1788

TERRACE BAY AREA OFFICE
PO Box 280
Terrace Bay P0T 2W0
General Inquiry (807)825-3205
Fax (807)825-3400

**NORTHWEST REGION FIRE
MANAGEMENT CENTRE**
95 Ghost Lake Rd
PO Box 850
Dryden P8N 2Z5
General Inquiry (807)937-4402
Fax (807)937-6060 ♿

RED LAKE DISTRICT
227 Howey St
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2253
Fax (807)727-2861 (District Office)
Fax (807)727-3182 (Fire Headquarters)
8:30 - 5:00 ♿

**RED LAKE FIRE MANAGEMENT
HEADQUARTERS (WEST FIRE REGION)**
Forestry Point
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2000
Fax (807)727-3182
8:30 - 5:00

SIOUX LOOKOUT DISTRICT
49 Prince St
PO Box 309
Sioux Lookout P8T 1A6
General Inquiry (807)737-1140
Fax (807)737-1813
Fax (807)737-3581 (District Manager)
8:30 - 5:00

**SIOUX LOOKOUT FIRE MANAGEMENT
HEADQUARTERS (WEST FIRE REGION)**
Hwy 72
PO Box 309
Sioux Lookout P8T 1A6
General Inquiry (807)737-1145
Fax (807)737-3530

THUNDER BAY DISTRICT
Ontario Government Bldg
Suite B001, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1471
Fax (807)475-1527 ♿

**THUNDER BAY FIRE MANAGEMENT
HEADQUARTERS (WEST FIRE REGION)**
1580 Arthur St W
Thunder Bay P7K 1A6
General Inquiry (807)476-2200
Fax (807)476-2312 ♿

SOUTHCENTRAL REGION
Robinson Pl South Tower
4th Flr S, 300 Water St
PO Box 7000
Peterborough K9J 8M5
(705)755-2000 (Government Information
Centre)
Fax (705)755-3233 (Regional Office)
Fax (705)755-1677 (Government Information
Centre)

AURORA DISTRICT

50 Bloomington Rd W

Aurora L4G 3G8

General Inquiry (905)713-7400

Fax (905)713-7429 (Enforcement)

Fax (905)713-7360 (3rd Flr)

Fax (905)713-7415 (District Manager)

Fax (905)713-7359 (Mailroom)

Fax (905)713-7361 (4th Flr)

8:30 - 5:00

AYLMER DISTRICT

353 Talbot St W

Aylmer N5H 2S8

General Inquiry (519)773-9241

Fax (519)773-9014

8:30 - 5:00

CHATHAM AREA OFFICE

870 Richmond St W

PO Box 1168

Chatham N7M 5L8

General Inquiry (519)354-7340

Fax (519)354-0313

8:00 - 5:00 ♿

BANCROFT DISTRICT

106 Monck St

PO Box 500

Bancroft K0L 1C0

General Inquiry (613)332-3940

Fax (613)332-3672 (District Manager)

Fax (613)332-0608

8:30 - 5:00 ♿

HALIBURTON FIRE MANAGEMENT**HEADQUARTERS**

Wallings Rd

PO Box 120

Haliburton K0M 1S0

General Inquiry (705)457-2107

Fax (705)457-1884

MINDEN AREA OFFICE

Hwy 35 By-Pass

PO Box 820

Minden K0M 2K0

General Inquiry (705)286-1521

Fax (705)286-4355

8:30 - 5:00 ♿

GUELPH DISTRICT

1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-4955

Fax (519)826-4929

8:30 - 5:00

HURON/PERTH AREA OFFICE

100 Don St

PO Box 819

Clinton N0M 1L0

General Inquiry (519)482-3428

Fax (519)482-5031

NIAGARA AREA OFFICE

4890 Victoria Ave N

PO Box 5000

Vineland L0R 2E0

General Inquiry (905)562-4147

Fax (905)562-1154

KEMPTVILLE DISTRICT

Provincial Government Bldg

Concession Rd

PO Bag 2002

Kemptville K0G 1J0

General Inquiry (613)258-8204

Fax (613)938-6627 (Cornwall)

Fax (613)342-7544 (Brockville)

Fax (613)267-2964 (Perth)

Fax (613)258-3920

8:30 - 5:00

KEMPTVILLE FIRE MANAGEMENT**HEADQUARTERS**

Concession Rd

PO Box 2002

Kemptville K0G 1J0

General Inquiry (613)258-8204

Fax (613)258-3920

MIDHURST DISTRICT

2284 Nursery Rd

Midhurst L0L 1X0

General Inquiry (705)725-7500

Fax (705)725-7584 (Including Simcoe East &

Grey/Dufferin Area Teams)

8:30 - 5:00 ♿

OWEN SOUND AREA OFFICE

1450 7th Ave E

Owen Sound N4K 2Z1

General Inquiry (519)376-3860

Fax (519)372-3305 (Including Grey/Bruce

Area Team)

8:30 - 5:00 ♿

OWEN SOUND FIRE MANAGEMENT**HEADQUARTERS**

1450 7th Ave E


Owen Sound N4K 2Z1

General Inquiry (519)371-5294


Fax (519)773-9014 (Aylmer)

Fax (519)371-5037

PARRY SOUND DISTRICT

7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)746-4201 (Parry Sound District)
Fax (705)746-8828 (Including Parry Sound Area Team)
8:30 - 5:00 

BRACEBRIDGE AREA OFFICE

Hwy 11 N & 1350 High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)645-8747
Fax (705)645-8372 

FIRE MANAGEMENT HEADQUARTERS -**PARRY SOUND (EAST FIRE REGION)**

7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)746-4201
Fax (705)746-9740

PEMBROKE DISTRICT

31 Riverside Dr
Pembroke K8A 8R6
General Inquiry (613)732-3661
Fax (613)732-5539 (Secure)
Fax (613)732-2972
8:30 - 5:00

PETERBOROUGH DISTRICT

South Tower
1st Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2001
Fax (705)755-3125
8:30 - 5:00

BELLEVILLE WORKCENTRE

c/o St James Whitney Complex
350 Dundas St W
Belleville K8P 1B2
General Inquiry (613)967-1684

KINGSTON AREA OFFICE

51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5700
Fax (613)531-5730

LINDSAY WORKCENTRE

322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)755-2001
Fax (705)324-7619

TWEED WORKCENTRE

c/o Tweed Work Ctr
Old Troy Rd
PO Bag 70
Tweed K0K 3J0
General Inquiry (613)478-2330
Fax (613)478-1389

FORESTS DIVISION

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6746
Fax (705)945-5977

The Forests Division is committed to sustainable forest management, healthy forests providing balanced environmental, social and economic benefits now and for the future. Ontario is a recognized world leader in its forest and forest fire management programs and practices. Sustainable forest management is critical to a dynamic provincial economy. Our division's three branches, Forest Management, Industry Relations and Aviation and Forest Fire Management, work with MNR's field organization and stakeholders to ensure that this vision is met. The expert support and advice provided by Forests Division staff to forest users will ensure the wise use of Ontario's forests for generations to come.

AVIATION AND FOREST FIRE MANAGEMENT BRANCH

Roberta Bondar PI
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-5792 (Fire)
General Inquiry (705)779-2149 (Aviation)
Fax (705)945-5785 (Forest Fire Management)
Fax (705)945-6893 (Aviation)
Fax (705)945-5959 (Director's Office)

The **Aviation** and **Forest Fire** Management Branch provides forest fire management services for the province including fire management policies and strategies, fire prevention and detection, and the basic resources for managing forest fires; aviation flight and maintenance crews and equipment in support of forest fire management, and other specialized aviation services, including non-scheduled air transport to all government ministries and agencies; and coordination of **emergency** planning for **flood** and fire.

FOREST MANAGEMENT BRANCH

Roberta Bondar PI
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6661
Fax (705)945-6667


The role of **Forest** Management Branch (FMB) is to provide leadership and direction in the management of Ontario's forest resources. The branch coordinates the development and implementation of forest legislation, policies, programs, **standards** and related forest management planning mechanisms. Forest Management Branch also leads initiatives to establish and maintain mechanisms for evaluating forest management practices and enhancing competency to meet standards to ensure forest sustainability.

INDUSTRY RELATIONS BRANCH

Roberta Bondar PI
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6644
Fax (705)945-6667

The role of the Industry Relations Branch (IRB) is to provide a high level of service to the **forest** industry. The branch is committed to working collaboratively with industry to manage Ontario's forests and, more specifically, to implement the Ontario's Living Legacy land-use planning strategy. IRB will advocate on behalf of the forest industry, while ensuring that the public interest in ecological sustainability is addressed. The branch is also responsible for leading and providing direction in the management of Ontario's forest resources, specifically as it relates to **wood** supply licensing, wood measurement, economic development opportunities, and softwood lumber trade issues.

NATURAL RESOURCE MANAGEMENT DIVISION

Whitney Block
Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2000
Toll Free 1-800-667-1940
Fax (416)314-1994
8:30 - 4:30 

The Natural Resource Management Division provides leadership and direction for a number of the ministry's resource management programs. The division leads programs for the province's fish, wildlife, parks, Crown lands and waters and provides support to the Niagara Escarpment Commission. The division is also responsible for the delivery of certain natural resource management programs, including fish hatcheries, the provincial parks system, and the management of the Great Lakes.

FISH AND WILDLIFE BRANCH

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5954
Fax (705)755-1845 (Director's Office)
Fax (705)755-1900

The Fish and Wildlife Branch is responsible for providing leadership and direction for the management of Ontario's **fisheries** and wildlife resources. The branch coordinates the development, implementation and improvement of fisheries and wildlife legislation, policies, programs, standards and related management mechanisms, including marketing and client services. In addition, it leads the development and implementation of fisheries and wildlife partnership programs. The branch also represents the ministry in initiatives to involve clients and stakeholders in management decisions related to these resources, and in provincial, national and international agencies and organizations that deal with these matters. The branch leads and directs the management of **Great Lakes** fisheries and is responsible for Ontario's fish culture operations. It also manages the Outdoors Card and **licensing** programs, associated information systems and "draws" related to allocation of wildlife resources.

FISH CULTURE STATIONS

BLUE JAY CREEK FISH CULTURE STATION
242 Hwy 542
RR 1
Tehkummah P0P 2C0
General Inquiry (705)859-3006

CHATSWORTH FISH CULTURE STATION
RR 2, PO Box 219
Chatsworth N0H 1G0
General Inquiry (519)794-2340
Fax (519)794-4627

DORION FISH CULTURE STATION
800 Hatchery Rd
RR 1
Dorion P0T 1K0
General Inquiry (807)857-2322
Fax (807)857-2253

HARWOOD FISH CULTURE STATION
6388 County Rd 18
PO Box 79
Harwood K0K 2H0
General Inquiry (905)342-2860
Fax (905)342-2149

HILLS LAKE FISH CULTURE STATION
RR 2
Englehart P0J 1H0
General Inquiry (705)544-8006
Fax (705)544-8616

NORMANDALE FISH CULTURE STATION

RR 1

Vittoria NOE 1W0

General Inquiry (519)426-3142

Fax (519)426-3144

NORTH BAY FISH CULTURE STATION

10521 Hwy 63

Redbridge POH 2A0

General Inquiry (705)663-2311

Fax (705)663-1139

RINGWOOD FISH CULTURE STATION

13232 Hwy 48

Stouffville L4A 7X3

General Inquiry (905)640-6204

Fax (905)640-6206

TARENTORUS FISH CULTURE STATION

Fish Hatchery Rd

RR 5

Sault Ste Marie P6A 6J8

General Inquiry (705)949-7271

Fax (705)949-5243

WHITE LAKE FISH CULTURE STATION

25900 Hwy 7

RR 2

Sharbot Lake K0H 2P0

General Inquiry (613)335-2115

Fax (613)335-2652

LANDS AND WATERS BRANCH


300 Water St

PO Box 7000

Peterborough K9J 8M5

General Inquiry (705)755-1204

Fax (705)755-1201

8:30 - 4:30 

The Lands and **Waters** Branch leads and directs the management of Ontario's **Crown land**, water **aggregate** and **petroleum** resources through development, implementation and improvement of related partnership programs. It also leads and supports programs and initiatives that promote the protection and sustainability of natural **heritage** features and values on private land. In addition, the branch coordinates activity in meeting Environmental Assessment Act and Environmental Bill of Rights obligations and in undertaking socio-economic analysis. The branch liaises with **Conservation** Authorities, administers the Crown **Land** Registry Program to preserve Crown land title integrity and leads programs to protect human life, property and natural resource values from natural hazards such as **floods**, drought and erosion.

ONTARIO PARKS

Robinson Pl

6th Flr, 300 Water St


PO Box 7000

Peterborough K9J 8M5

Toll Free 1-800-667-1940

Fax (705)755-1701

www.ontarioparks.com/

8:30 - 4:30 

Ontario **Parks** coordinates Ontario's parks and protected areas system, leads the provincial Species at Risk Program and manages more than 290 provincial parks with an area of over 7.2 million hectares. Parks are managed to protect representative and unique examples of Ontario's natural and **cultural heritage**. A majority of parks emphasize protection, but over 100 are operated to provide recreation, canoe tripping, hiking, nature viewing, camping, picnicing, swimming and more. Many of these parks offer natural and cultural heritage education programs. Parks are popular camping destinations, so campsite reservations are recommended. They can be made for more than 65 provincial parks by calling 1-888-ONT-PARK, or on the Internet at www.OntarioParks.com. The

Web site includes information about park operating dates, barrier free access, contacting parks, facilities and services, park regulations, and a host of other subjects.

Services offered to the Public:

- Algonquin Provincial Park (Algonquin)*
- Arrowhead Provincial Park (Central)*
- Awenda Provincial Park (Central)*
- Balsam Lake Provincial Park (Central)*
- Bass Lake (Central)*
- Batchawana Bay (Northeastern)*
- Blue Lake (Northwestern)*
- Bon Echo Provincial Park (Southeastern)*
- Bonnechere Provincial Park (Central)*
- Bronte Creek Provincial Park (Southwestern)*
- Caliper Lake Provincial Park (Northwestern)*
- Carson Lake Provincial Park (Central)*
- Charleston Lake Provincial Park (Southeastern)*
- Chutes Provincial Park (Northeastern)*
- Craigleith Provincial Park (Central)*
- Darlington Provincial Park (Southeastern)*
- Driftwood Provincial Park (Northeastern)*
- Earl Rowe Provincial Park (Southwestern)*
- Emily Provincial Park (Southeastern)*
- Esker Lakes Provincial Park (Northeastern)*
- Fairbank Provincial Park (Northeastern)*
- Ferris Provincial Park (Southeastern)*
- Finlayson Point Provincial Park (Northeastern)*
- Fitzroy Provincial Park (Southeastern)*
- Frontenac Provincial Park (Southeastern)*
- Fushimi Lake Provincial Park (Northeastern)*
- Greenwater Provincial Park (Northeastern)*
- Grundy Lake Provincial Park (Central)*
- Halfway Lake Provincial Park (Northeastern)*
- Ipperwash Provincial Park (Southwestern)*
- Ivanhoe Lake Provincial Park (Northeastern)*
- John E. Pearce Provincial Park (Southwestern)*
- Kakabeka Falls Provincial Park (Northwestern)*
- Kap-Kig-Iwan Provincial Park (Northeastern)*
- Kettle Lakes Provincial Park (Northeastern)*
- Killbear Provincial Park (Central)*
- Lake Nipigon Provincial Park (Northwestern)*
- Lake St. Peter Provincial Park (Southeastern)*
- Lake Superior Provincial Park (Northeastern)*
- Lake on the Mountain Provincial Park (Southeastern)*
- Long Point Provincial Park (Southwestern)*
- MacGregor Point Provincial Park (Southwestern)*
- MacLeod Provincial Park (Northwestern)*
- Mara Provincial Park (Central)*
- Marten River Provincial Park (Northeastern)*
- McRae Point Provincial Point (Central)*
- Middle Falls Provincial Park (Northwestern)*
- Mikisew Provincial Park (Central)*
- Missinaibi Provincial Park (Northeastern)*
- Mississagi Provincial Park (Northeastern)*
- Murphys Point Provincial Park (Southeastern)*

Nagagamisis Provincial Park (Northeastern)
Neys Provincial Park (Northwestern)
North Beach Provincial Park (Southeastern)
Oastler Lake Provincial Park (Central)
Obatanga Provincial Park (Northeastern)
Ojibway Provincial Park (Northwestern)
Ouimet Canyon Provincial Park (Northwestern)
Pakwash Provincial Park (Northwestern)
Pancake Bay Provincial Park (Northeastern)
Petroglyphs Provincial Park (Southeastern)
Point Farms Provincial Park (Southwestern)
Port Bruce Provincial Park (Southwestern)
Port Burwell Provincial Park (Southwestern)
Potholes Provincial Park (Northeastern)
Presqu'île Provincial Park (Southeastern)
Quetico Provincial Park (Northwestern)
Rainbow Falls Provincial Park (Northwestern)
Rene Brunelle Provincial Park (Northeastern)
Restoule Provincial Park (Central)
Rideau River Provincial Park (Southeastern)
Rock Point Provincial Park (Southwestern)
Rondeau Provincial Park (Southwestern)
Rushing River Provincial Park (Northwestern)
Samuel de Champlain Provincial Park (Northeastern)
Sandbanks Provincial Park (Southeastern)
Sandbar Lake Provincial Park (Northwestern)
Sauble Falls Provincial Park (Southwestern)
Selkirk Provincial Park (Southwestern)
Sharbot Lake Provincial Park (Southeastern)
Sibbald Point Provincial Park (Central)
Silent Lake Provincial Park (Southeastern)
Silver Lake Provincial Park (Southeastern)
Sioux Narrows Provincial Park (Northwestern)
Six Mile Lake Provincial Park (Central)
Sleeping Giant Provincial Park (Northwestern)
Springwater Provincial Park (Central)
Sturgeon Bay Provincial Park (Central)
The Pinery Provincial Park (Southwestern)
The Shoals Provincial Park (Northeastern)
Tidewater Provincial Park (Northeastern)
Turkey Point Provincial Park (Southwestern)
Voyageur Provincial Park (Southeastern)
Wakami Lake Provincial Park (Northeastern)
Wasaga Beach Provincial Park (Central)
Wheatley Provincial Park (Southwestern)
White Lake Provincial Park (Northwestern)
Windy Lake Provincial Park (Northeastern)
Woodland Caribou Provincial Park (Northwestern)

ZONE MANAGEMENT**ALGONQUIN PARKS ZONE**

East Gate Complex

Hwy 60

PO Box 219

Whitney K0J 2M0

General Inquiry (705)633-5572

Fax (613)637-2864

CENTRAL PARKS ZONE

Arrowhead Provincial Park

451 Arrowhead Park Rd

RR 3

Huntsville P1H 2J4

Toll Free 1-800-667-1940

Fax (705)789-5948

NORTHEASTERN PARKS ZONE

Suite 404, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)564-3165

Fax (705)564-3171

NORTHWESTERN PARKS ZONE

Suite 221d, 435 James St S

Thunder Bay P7E 6S8

General Inquiry (807)475-1321

Fax (807)475-1499

SOUTHEASTERN PARKS ZONE

Beechgrove Complex

51 Heakes Lane

Kingston K7M 9B1

General Inquiry (613)545-4016

Fax (613)545-4033

SOUTHWEST PARKS ZONE

659 Exeter Rd

London N6E 1L3

General Inquiry (519)873-4615

Fax (519)873-4645

PROVINCIAL PARKS**AARON**

PO Box 730

Dryden P8N 2Z4

General Inquiry (807)223-7535

ALGONQUIN

PO Box 219

Whitney K0J 2M0

General Inquiry (705)633-5572

Toll Free 1-888-668-7275 (Reservations) ♿

ARROWHEAD

451 Arrowhead Park Rd

RR 3

Huntsville P1H 2J4

General Inquiry (705)789-5105

Fax (705)789-1610

AWENDA

PO Box 5004

Penetanguishene L9M 2G2

General Inquiry (705)549-2231

Fax (705)549-4792 ♿

BALSAM LAKE

RR 1

Kirkfield K0M 2B0

General Inquiry (705)454-1077

Fax (705)454-2610 ♿

BASS LAKE

PO Box 2178

Orillia L3V 6S1

General Inquiry (705)326-7054

Fax (705)329-6028 ♿

BATCHAWANA BAY

PO Box 61

Batchawana Bay P0S 1A0

General Inquiry (705)882-2209

Fax (705)882-2124 ♿

BLUE LAKE

PO Box 730

Dryden P8N 2Z4

General Inquiry (807)227-2601

General Inquiry (807)223-3341 ♿

BON ECHO

RR 1

Cloyne K0H 1K0

General Inquiry (613)336-2228

Fax (613)336-2712 ♿

BONNECHERE

c/o Pembroke District

31 Riverside Dr

Pembroke K9A 8R6

General Inquiry (613)757-2103

Fax (613)757-0039 ♿

BRONTE CREEK

1219 Burloak Dr

Oakville L6M 4J7

General Inquiry (905)827-6911

Fax (905)637-4120 ♿

CALIPER LAKE

PO Box 188

Nestor Falls P0X 1K0

General Inquiry (807)484-2181 ♿

CARSON LAKE

c/o Pembroke District

31 Riverside Dr

Pembroke K9A 8R6

General Inquiry (613)757-2103

Fax (613)757-0039 ♿

CHARLESTON LAKE

148 Woodvale Rd

RR 4

Lansdowne K0E 1L0

General Inquiry (613)659-2059

Fax (613)659-2095 ♿

CHUTES

PO Box 37

Massey P0P 1P0

General Inquiry (705)865-2021

Fax (705)865-2992 ♿

CRAIGLEITH

RR 3

Collingwood L9Y 3Z2

General Inquiry (705)429-2516 (Off Season)

General Inquiry (705)445-4467 ♿

DARLINGTON

1600 Darlington Park Rd

RR 2

Bowmanville L1C 3K3

General Inquiry (905)436-2036

Fax (905)436-3729 ♿

DAWSON TRAIL

GD

Atikokan P0T 1C0

General Inquiry (807)929-2571

DEVIL'S GLEN

PO Box 183

Wasaga Beach L0L 2P0

General Inquiry (705)429-2516

DRIFTWOOD

GD

Stonecliffe K0J 2K0

General Inquiry (705)744-2276 (Sept - Apr)

General Inquiry (613)586-2553

Fax (705)586-2717

Fax (705)744-0587 (Off Season)

EARL ROWE

PO Box 872

Alliston L9R 1W1

General Inquiry (705)435-2498

Fax (705)435-4333 ♿

EMILY

797 Emily Park Rd

RR 4, PO Box 340

Omeme K0H 1H0

General Inquiry (705)799-5170

Fax (705)799-2433 ♿

ESKER LAKES

c/o Timmins District Office

Hwy 101E

PO Bag 3020

South Porcupine P0N 1H0

General Inquiry (705)235-1353 (Off-Season)

General Inquiry (705)568-7677

Fax (705)568-7743

Fax (705)235-1377 (Off Season) ♿

FAIRBANK

c/o Suite 404, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)966-0563 (Off-Season)

General Inquiry (705)866-0530

Fax (705)966-0565 (c/o Windy Lake Park) ♿

FERRIS

c/o Presqu'ile Provincial Park

1 Bayshore Rd

RR 4

Brighton K0K 1H0

General Inquiry (705)653-1566 (Oct - Mar)

General Inquiry (705)653-3575 (Apr - Sep)

Fax (613)475-2209 ♿

FINLAYSON POINT

PO Box 38

Temagami P0H 2H0

General Inquiry (705)569-3205

Fax (705)569-2886 ♿

FITZROY

5201 Canon Smith Dr

Fitzroy Harbour K0A 1X0

General Inquiry (613)623-5159

Fax (613)623-8171 ♿

FOY

c/o Pembroke District

31 Riverside Dr

Pembroke K9A 8R6

General Inquiry (613)757-2103

Fax (613)757-0039

FRONTENAC PARK

1090 Salmon Lake Rd

PO Box 11

Sydenham K0H 2T0

General Inquiry (613)376-3489

Fax (613)376-6905 ☎

FUSHIMI LAKE

613 Front St

PO Box 670

Hearst P0L 1N0

General Inquiry (705)372-2232 (Off-Season)

General Inquiry (705)362-4164

Fax (705)372-2230 ☎

GREENWATER

2 Third Ave

PO Box 730

Cochrane P0L 1C0

General Inquiry (705)272-6335

General Inquiry (705)272-7124 (Off-Season)

Fax (705)272-7183 ☎

GRUNDY LAKE

RR 1

Britt P0G 1A0

General Inquiry (705)383-2639

Fax (705)383-2437 ☎

HALFWAY LAKE

Suite 404, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)965-2702 (May - Sept)

(705)523-8195 (Off-Season)

Fax (705)965-2971 (May-Sept)

Fax (705)523-6598 (Off Season) ☎

INVERHURON

c/o MacGregor Point

RR 1

Port Elgin N0H 2C5

General Inquiry (519)389-9056

Fax (519)389-9057

IPPERWASH

RR 2

Grand Bend N0M 1T0

General Inquiry (519)243-2220

Fax (519)243-3851 ☎

IVANHOE

c/o Chapleau District Office

190-192 Cherry St

Chapleau P0M 1K0

General Inquiry (705)899-2644

General Inquiry (705)864-1710x212 (Off-Season)

Fax (705)899-2778

Fax (705)864-0681 (Off-Season) ☎

JOHN E PEARCE

PO Box 9

Port Burwell N0J 1T0

General Inquiry (519)874-4691

KAKABEKA FALLS

PO Box 252

Kakabeka Falls P0T 1W0

General Inquiry (807)473-9231 ☎

KAP-KIG-IWAN

c/o Timmins District Office

Hwy 101E

PO Bag 3020

South Porcupine P0N 1H0

General Inquiry (705)235-1353 (Off-Season)

General Inquiry (705)544-2050

Fax (705)235-1377 (Off-Season)

KETTLE LAKES

c/o Timmins District Office

Hwy 101 E

PO Bag 3090

South Porcupine P0N 1H0

General Inquiry (705)363-3511

(705)235-1353 (Off-Season)

Fax (705)363-2333

Fax (705)235-1377 (Off-Season) ☎

KILLARNEY

Hwy 637

GD

Killarney P0M 2A0

General Inquiry (705)287-2900

Fax (705)287-2893

KILLBEAR

PO Box 71

Nobel P0G 1G0

General Inquiry (705)342-5492

Fax (705)342-1475 ☎

LAKE ON THE MOUNTAIN

c/o Sandbanks Provincial Park
3004 County Rd 12
RR 1

Picton K0K 2T0

General Inquiry (613)393-3319

Fax (613)393-3404

LAKE ST PETER

PO Box 219

Bancroft K0L 1C0

General Inquiry (613)339-2807 (Oct - April)

General Inquiry (613)339-1835 (Nov-Mar)

Fax (613)332-1800 (Nov - Mar)

LAKE SUPERIOR

Hwy 17

PO Box 267

Wawa P0S 1K0

General Inquiry (705)856-2284

Fax (705)856-1333 ♿

LONG POINT

PO Box 99

Port Rowan N0E 1M0

General Inquiry (519)586-2133

Fax (519)586-3581 ♿

MACGREGOR POINT

RR 1

Port Elgin N0H 2C5

General Inquiry (519)389-9056

Fax (519)389-9057 ♿

MACLEOD

PO Box 970

Nipigon P0T 2J0

General Inquiry (807)854-0370

Fax (807)887-2993 ♿

MADAWASKA RIVER

c/o Pembroke District

31 Riverside De

Pembroke K9A 8R6

General Inquiry (613)757-2103

Fax (613)757-0039

MARA

PO Box 2178

Orillia L3V 6S1

General Inquiry (705)326-4451

General Inquiry (705)326-7054 (Off-Season)

MARK S. BURNHAM

c/o Emily Provincial Park

797 County Rd 10

RR 4, PO Box 340

Omeme K0L 2W0

General Inquiry (705)799-5170

Fax (705)799-2433

MARTEN RIVER

GD

Marten River P0H 1T0

General Inquiry (705)892-2200

General Inquiry (705)569-3205 (Off-Season)

Fax (705)569-2886 (Off-Season)

Fax (705)892-2147 ♿

MCRAE POINT

PO Box 2178

Orillia L3V 6S1

General Inquiry (705)326-7054 (Off-Season)

General Inquiry (705)325-7290 ♿

MIKISEW

PO Box 400

South River P0A 1X0

General Inquiry (705)386-7762

General Inquiry (705)729-2010 (Off Season)

Fax (705)386-2382 ♿

MISSINAIBI LAKE

c/o Chapleau District Office

190-192 Cherry St

Chapleau P0M 1K0

General Inquiry (705)234-2222

General Inquiry (705)864-1710x214 (Off-Season)

Fax (705)864-0681

MISSISSAGI

c/o Chutes Park

PO Box 37

Massey P0P 1P0

General Inquiry (705)865-2021 (Off Season)

General Inquiry (705)848-2806

Fax (705)865-2992 (Off-Season)

MURPHYS POINT PARK

RR 5

Perth K7H 3C7

General Inquiry (613)267-5060

Fax (613)267-1741 ♿

NAGAGAMISIS

613 Front St

PO Box 670

Hearst P0L 1N0

General Inquiry (807)868-2254

General Inquiry (705)372-2232 (Off-Season)

Fax (795)372-2230 ♿

NEYS

PO Box 280

Terrace Bay P0T 2W0

General Inquiry (807)229-1624

Fax (807)887-2993 ♿

NORTH BEACH

County Rd 27

RR 3

Consecon K0K 1T0

General Inquiry (613)399-2030

Fax (613)393-3404

OASTLER LAKE

RR 2

Parry Sound P2A 2W8

General Inquiry (705)378-2401

Fax (705)378-0341 ♿

OBATANGA

PO Box 340

White River P0M 3G0

General Inquiry (807)683-2432 (Off-Season)

General Inquiry (807)822-2592

Fax (807)683-2432 (Off Season)

Fax (807)822-2621 ♿

OJIBWAY

PO Box 730

Dryden P8N 2Z4

General Inquiry (807)737-2033 (Summer) ♿

OJIBWAY PRAIRIE NATURE RESERVE

Klondike Rd

PO Box 640

Wheatley N0P 2P0

General Inquiry (519)825-4659

Fax (519)825-7472

OUMET CANYON

Suite 221D, 435 James St S

Thunder Bay P7E 6S8

General Inquiry (807)977-2526

PAKWASH

PO Box 730

Dryden P8N 2Z4

General Inquiry (807)222-3346 (Summer)

General Inquiry (807)727-2253 ♿

PANCAKE BAY

PO Box 61

Batchawana Bay P0S 1A0

General Inquiry (705)882-2209

Fax (705)882-2124 ♿

PETER'S WOODS PROVINCIAL NATURE RESERVE

c/o Darlington Provincial Park

1600 Darlington Park Rd

RR 2

Bowmanville L1C 3K3

General Inquiry (905)436-2036

Fax (905)436-3729

PETROGLYPHS

GD

Woodview K0L 3E0

General Inquiry (613)339-2807 (Nov - Apr ONLY)

General Inquiry (705)877-2552 (May - Oct)

Fax (705)877-3651 ♿

PINERY

RR 2

Grand Bend N0M 1T0

General Inquiry (519)243-2220

Fax (519)243-3851 ♿

POINT FARMS

RR 5

Goderich N7A 3X9

General Inquiry (519)524-7124 ♿

PORT BRUCE

PO Box 9

Port Burwell N0J 1T0

General Inquiry (519)874-4691

PORT BURWELL

PO Box 9

Port Burwell N0J 1T0

General Inquiry (519)874-4691

Fax (519)874-4104 ♿

POTHOLES PROVINCIAL PARK

c/o Chapleau District Office

190 Cherry St

Chapleau P0M 1K0

General Inquiry (705)864-1710

PRESQU'ILE

1 Bayshore Rd

RR 4

Brighton K0K 1H0

General Inquiry (613)475-4324

TTY (613)475-2204

Fax (613)475-2209 ♿

QUETICO

108 Saturn Ave

Atikokan P0T 1C0

General Inquiry (807)597-6971

(807)597-2735 (Trip Planning Information)

Fax (807)597-6185 ♿

RAINBOW FALLS

PO Box 280

Terrace Bay P0T 2W0

General Inquiry (807)824-2298

Fax (807)887-2993 ♿

RENE BRUNELLE

c/o Kapuskasing Area Office

Hwy 11

Kapuskasing P5N 2X8

General Inquiry (705)372-2232 (Off-Season)

General Inquiry (705)367-2692

(705)367-2866 (Ski Hill)

Fax (705)367-2725

Fax (705)372-2230 (Off Season)

Fax (705)367-2442 (Ski Hill) ♿

RESTOULE

GD

Restoule P0H 2R0

General Inquiry (705)729-2010

Fax (705)729-5428 ♿

RIDEAU RIVER

2680 Donnelly Dr

RR 4

Kemptville K0G 1J0

General Inquiry (613)258-2740

Fax (613)258-4432 ♿

ROCK POINT

PO Box 158

Dunnville N1A 2X5

General Inquiry (905)774-6642

Fax (905)774-3267 ♿

RONDEAU

RR 1

Morpeth N0P 1X0

General Inquiry (519)674-1750

Fax (519)674-1755 ♿

RUSHING RIVER

808 Robertson St

PO Box 5080

Kenora P9N 3X9

General Inquiry (807)548-4351 ♿

SAMUEL DE CHAMPLAIN

PO Box 147

Mattawa P0H 1V0

General Inquiry (705)744-2276

Fax (705)744-0587 ♿

SANDBANKS

RR 1

Picton K0K 2T0

General Inquiry (613)393-3319

Fax (613)393-3404 ♿

SANDBAR LAKE

PO Box 730

Dryden P8N 2Z4

General Inquiry (807)934-2995 ♿

SAUBLE FALLS

RR 3

Warton N0H 2T0

General Inquiry (519)422-1952 ♿

SELKIRK

RR 1

Selkirk N0A 1P0

General Inquiry (519)776-2600 ♿

SHARBOT LAKE

Hwy 7

RR 2

Sharbot Lake K0H 2P0

General Inquiry (613)335-2814

Fax (613)335-2048 ♿

SIBBALD POINT

RR 2

Sutton West L0E 1R0

General Inquiry (905)722-8061

Fax (905)722-5416 ♿

SILENT LAKE

PO Box 219

Bancroft K0L 1C0

General Inquiry (613)339-2807

Fax (613)332-1800 ♿

SILVER LAKE

Hwy 7

RR 2

Maberly K0H 2B0

General Inquiry (613)268-2000

Fax (613)268-2947 ♿

SIOUX NARROWS

PO Box 5080

Kenora P9N 3X9

General Inquiry (807)226-5223 ♿

SIX MILE LAKE

PO Box 340

Coldwater L0K 1E0

General Inquiry (705)756-2746

General Inquiry (705)549-2231 (Off-Season)

Fax (705)756-4692 ☎

SLEEPING GIANT

Suite 221D, 435 James St S

Thunder Bay P7E 6S8

General Inquiry (807)977-2526

Fax (807)977-2583 ☎

SPRINGWATER

GD

Midhurst L0L 1X0

General Inquiry (705)728-7393

Fax (705)728-5444 ☎

STURGEON BAY

PO Box 271

Point Au Baril P0G 1K0

General Inquiry (705)366-2521

General Inquiry (705)383-2369 (Off-Season)

Fax (705)383-2437

THE MASSASAUGA

c/o Oastler Lake Provincial Park

RR 2

Parry Sound P2A 2W8

General Inquiry (705)378-2401

Fax (705)378-0341

THE SHOALS

190-192 Cherry St

Chapleau P0M 1K0

General Inquiry (705)864-1160

Fax (705)864-0681

TIDEWATER

c/o Cochrane District Office

2 Third Ave

PO Box 730

Cochrane P0L 1C0

General Inquiry (705)336-2987

General Inquiry (705)272-7124 (Off-Season)

Fax (705)272-7183 (Off-Season)

TRILLIUM WOODS NATURE RESERVE

PO Box 9

Port Burwell N0J 1T0

General Inquiry (519)874-4691

TURKEY POINT

PO Box 5

Turkey Point N0E 1T0

General Inquiry (519)426-3239

Fax (519)426-5268 ☎

VOYAGEUR

PO Box 130

Chute A Blondeau K0B 1B0

General Inquiry (613)674-2825

Fax (613)674-2829 ☎

WABAKIMI

Suite 221D, 435 James St S

Thunder Bay P7E 6S8

General Inquiry (807)475-1634

Fax (807)475-1499

WAKAMI LAKE

c/o Chapleau District Office

190-192 Cherry St

Chapleau P0M 1K0

General Inquiry (705)233-2853

(705)864-1710x212 (Off-Season)

Fax (705)864-0681

WASAGA BEACH

PO Box 183

Wasaga Beach L0L 2P0

General Inquiry (705)429-2516

Fax (705)429-7983 ☎

WHEATLEY

PO Box 640

Wheatley N0P 2P0

General Inquiry (519)825-4659

Fax (519)825-7472 ☎

WHITE LAKE

PO Box 340

White River P0M 3G0

General Inquiry (807)683-2432 (Off-Season)

General Inquiry (807)822-2447

Fax (807)822-2621

Fax (807)683-2432 (Off-Season) ☎

WINDY LAKE

Suite 404, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)966-2315

General Inquiry (705)966-0563 (Off-Season)

Fax (705)966-0565 ☎

WINISK RIVER

208 Beamish Ave W

PO Box 640

Geraldton P0T 1M0

General Inquiry (807)854-1030

Fax (807)854-0335

WOODLAND CARIBOU

227 Howey St

Red Lake P0V 2M0

General Inquiry (807)727-2253

SCIENCE AND INFORMATION RESOURCES DIVISION

3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2000
Toll Free 1-800-667-1940
Fax (705)755-1531

The Science and Information Resources Division (SIRD) leads the development and application of scientific knowledge, information management systems and information technologies in support of the ministry mandate. Accurate, relevant and timely information is essential for managing resources in an ecologically sustainable manner. The division is responsible for ensuring that the operational decision-making requirements of the ministry are supported by sound science and reliable data. The division's combined mandates of science and information management support the ministry in moving to an integrated knowledge management approach.

APPLIED RESEARCH AND DEVELOPMENT BRANCH

1235 Queen St E
Sault Ste Marie P6A 2E5
General Inquiry (705)946-7441
Fax (705)946-3849

The responsibility of the Applied Research and Development Branch (AR&D) is to develop new scientific knowledge for MNR clients and for key partners. This scientific knowledge, delivered in products and services support delivery of a wide range of core business activities including fish, wildlife, forestry and water resource management planning, policy and program development and issue management.

AQUATIC RESEARCH AND DEVELOPMENT SECTION

3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1544
Fax (519)583-1547 (Port Dover)
Fax (705)671-3857 (Laurentian University, Sudbury)
Fax (519)825-3163 (Wheatley)
Fax (705)755-1559
Fax (613)476-7131 (Lake Ontario Management Unit, Picton)
Fax (613)475-5527 (Codrington Fisheries Research Facility)

The Aquatic **Research** and Development Section conducts research in support of the Ontario government's **fisheries** management mandate. While the section's administrative centre is in Peterborough, staff are located across the province, including offices on **Lakes** Ontario, Huron and Erie, and in Sudbury, Algonquin Park, Toronto and Codrington. Our regional staff located in Thunder Bay and London work collaboratively with regional Science and Information Branch staff to help deliver on regional science needs. Current projects include work on climate change and fisheries, impacts of invading species such as gobies on the **Great Lakes** and rock bass in inland lakes, restoration of Atlantic salmon in Lake Ontario, development of models for sustainable levels of fish harvests, and research on effectiveness of fishing regulations and stocking.

CENTRE FOR NORTHERN FOREST ECOSYSTEM RESEARCH

Lakehead University Campus
955 Oliver Rd
Thunder Bay P7B 5E1
General Inquiry (807)343-4000
Fax (807)343-4001

The Centre for Northern **Forest** Ecosystem Research (CNFER) in Thunder Bay is an Applied Research Unit with a focus on the effects of forestry practices on boreal ecosystems. Built in 1990, CNFER was given a mandate to conduct long-term research on the impacts of full-tree harvesting and on the effects and the effectiveness of resource management guidelines designed to protect moose and other **wildlife** habitat, fish habitat, and tourism values. CNFER is now evolving to meet new issues and priorities in forest, fish & wildlife and **water science**, with an emphasis on cross-disciplinary approaches. There are six major research programs at CNFER: Stand Ecology; Coldwater Lakes; Comparative Aquatic Effects; Moose Guidelines Effectiveness; Landscape Ecology; and Tourism/Human Dimensions. Located on campus at Lakehead University, CNFER is in close contact with the Lakehead University Biology, Forestry and Outdoor **Recreation** programs, including the supervision of graduate and honours students.

FOREST RESEARCH AND DEVELOPMENT SECTION

Ontario Forest Research Institute
1235 Queen St E
Sault Ste Marie P6A 2E5
General Inquiry (705)946-2981
Fax (705)946-2030


The **Forest Research** and Development Section at the Ontario Forest Research Institute (OFRI) is committed to providing scientific leadership and excellence in forest research, program development, and technology transfer to a range of natural resource clients in Ontario. We work in support of operational resource management and policy development to contribute to the **conservation** of Ontario's forest ecosystems. Major emphases include understanding ecosystem processes, patterns and diversity; evaluating disturbance effects and recovery of forest ecosystems; developing alternative silvicultural practices to achieve sustainable forestry objectives; and developing methods and tools to support sustainable resource use decisions. We work in partnership with our clients and in cooperation with other scientific organizations to ensure the effectiveness of our efforts.

WILDLIFE RESEARCH AND DEVELOPMENT SECTION

3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1544
Fax (613)475-6076 (Codrington Animal Compound)
Fax (705)755-2288 (Trent University)
Fax (705)755-2276 (Rabies Unit, Trent University)
Fax (705)755-1559


Wildlife Research and Development Section has the mandate to coordinate Government Wildlife Research across the province. This encompasses all aspects of Wildlife Research including the **Rabies** Research and Development Unit. To accomplish this task the majority of staff are based out of Peterborough but work on projects across the province. In addition, Regional Science staff is located in London, Timmins and Thunder Bay in order to work collaboratively with the Regional Science and Information Section to help deliver regional research needs. Current projects include work on black bears, caribou, deer, **fur** bearers, elk, polar bears, raccoons, waterfowl, wetland rehabilitation, wolves and control of rabies in wildlife populations.

INFORMATION RESOURCE MANAGEMENT BRANCH

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2363
Fax (705)755-1640 

Information Resource Management Branch has responsibilities for making available geographic information about Ontario's land mass and using sophisticated technologies for managing that information. Activities include the establishment and maintenance of a provincial geographic referencing system, geodesy, cadastral surveys, cartography, establishment and maintenance of the provincial digital topographic database, geographic information, geographic nomenclature, satellite and airborne remote sensing, and natural resource inventories. **Maps** and other products available on line at MNR stores (<http://mnr.stores.gov.on.ca/mnr/>). District offices, listed under this ministry's regions, can also provide information. In addition, IRMB provides library services and administers the Ministry's Freedom of Information and Protection of Privacy Act program.

GEOGRAPHIC INFORMATION ONTARIO

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2124
Fax (705)755-2149 

Geographic Information Ontario (GIO) is responsible for implementing the Ontario **Land Information Infrastructure** through Land Information Ontario, administering the **Surveys Act**, **Surveyors Act** & Ontario **Geographic Names Board Act**; managing surveying services; coordinating policy, priorities & developing programs in **geodetic services**, geographic names and **Crown Land** surveying activities. Provincial Georeferencing develops & publishes standards & guidelines. GIO provides leadership and coordination for Geomatics activities in specifications and stores provincial information related to horizontal & vertical geodetic networks and Global Positioning System (GPS) in the **COSINE database**. It also administers changes to geographic feature names, and maintains the official geographic names database. Geomatic Services provides leadership in Geomatic Services for the OPS Base Data Infrastructure (BDI), maintains base data, sets standards and manages related fundamental base data projects.

PROVINCIAL GEOMATIC SERVICE CENTRE

Robinson Pl South Tower
5th Flr S, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5000
Fax (705)755-5014

Geomatics Service Centre provides client-focused solutions and products to the OPS in areas of Geographical Information Systems (GIS), **cartography** and **remote sensing**. A network of multi-disciplinary teams located throughout the province delivers these services. This approach ensures quick and easy access to changing geographic data and leading-edge technologies. Technical staff offers flexibility in delivering large or small projects, from the basics of cartography to spatial web mapping, modelling and analysis and provision of GIS licenses. Geomatics Service Centre also provides provincial leadership in airborne data acquisition and image processing. The breadth of experience and successfully completed projects offer an invaluable resource to the OPS in areas of training and information management.

GEOSMART

Whitney Block
5th Flr Rm 5440, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1324
Fax (416)314-1198 ☎

GeoSmart is an exciting five-year, \$32 million **SuperBuild** initiative, designed to assist communities in the development and implementation of geospatial solutions. Through GeoSmart, the province is investing in community initiatives that will use geospatial technologies to stimulate local economic development, create local government efficiencies, and/or improve local access to local and regional **land** information services. GeoSmart also supports the standardization of land related data by seeding the development of fundamental base data sets and advocating Ontario's Land Information Infrastructure (OLII).

INFORMATION ACCESS SECTION

Robinson Pl
1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry 1-800-667-1940
Fax (705)755-1677 ☎

The Information Access Section key responsibilities include the development and implementation of information access policy. This policy governs dissemination and access to the ministry's intellectual property. The other three key responsibilities of the section are the Natural Resource Information Centre (NRIC) (Peterborough and Queen's Park), administration of the Freedom of Information and Protection of Privacy Act, and the **Library**.

NATURAL RESOURCES INFORMATION CENTRE - PETERBOROUGH

Robinson Pl
1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2000
Toll Free 1-800-667-1940
Toll Free French 1-800-667-1840
Fax (705)755-1677

The Natural Resources Information Centre (NRIC) is a "one-stop" inquiry centre for both the public and the government. Information and **publications** are provided on Ontario's fish, **wildlife**, **forestry**, **mineral** resources, lands and **waters** and provincial **parks**. The centre sells topographical Ontario Basic Mapping (OBM), aerial photos and forest resources inventory maps. **Travel** counselling is also provided to the public on provincial parks, **hunting**, **fishing** and outdoor **recreation** opportunities. The NRIC also houses the ministry's reading room to provide public access to manuals and internal procedures used by the ministry.

NATURAL RESOURCES INFORMATION CENTRE - TORONTO

Macdonald Block
Rm M1-73, 900 Bay St
Toronto M7A 2C1
Toll Free 1-800-667-1940
Toll Free French 1-800-667-1940
Fax (705)755-1677 (Peterborough)
11:00 - 3:00 ☎

This Information Centre provides information on the Ministry of Natural Resources and Ontario's natural resources.

INFORMATION INFRASTRUCTURE SYSTEMS

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5548
Fax (705)945-6638 (Sault Ste Marie)
Fax (705)755-1633 (Peterborough 4th Flr N)
Fax (705)755-1640 (Peterborough 2nd Flr N)


The Information Infrastructure Systems section develops and supports corporate geographic data maintenance systems, e.g., the Natural Resources Values Information System (NRVIS), as well as geographic data warehouse and distribution systems for use in the Land and Resources Cluster and other government agencies related to the Ontario Land Information Infrastructure. It provides the Land and Resources Cluster with senior technical support for database management system development and operations. The section also provides information management coordination support for the Geographic Information Program.

LAND AND RESOURCES DATA ADMINISTRATION SECTION

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 3C7
General Inquiry (705)755-2214
Fax (705)945-6638 (Sault Ste Marie)
Fax (705)755-2149

The Land and Resources Data Administration Section coordinates the implementation and practice of data/information management for natural resource and **environment** geospatial data within the Land and Resource Cluster ministries (LRC) and with their stakeholders in the natural resource and environment sector. To support these coordination activities, the section ensures that data/information management methodologies and standards are developed and maintained. The section staff have expertise in data analysis, modelling and architecture and provide advice throughout the LRC Information and Information Technology organization.

MNR IT SERVICES BRANCH - LAND AND RESOURCES (LRC) INFRASTRUCTURE SERVICES

Robinson Pl
4th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1403
Fax (705)755-1496 


The MNR IT Services Branch – Land and Resources Cluster Infrastructure Services has the responsibility for ensuring that the LRC ministries are provided with cost effective and efficient information technology infrastructure, solutions and services that are aligned with corporate objectives and enable the core business of the LRC programs. The Branch is also responsible for providing advice and leadership on IT procurements, inventory, security and architecture. The Technology Change Management Project (TCMP) has been initiated to manage to a new technology infrastructure. Branch staff are located in three major centres: Peterborough, Sault Ste Marie, Toronto and additional resources in South Procupine (Timmins) and Thunder Bay.

LRC COMPUTER OPERATIONS SECTION

Robinson Pl
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1440
Fax (705)755-1496

Land and Resources Cluster Computer Operations Section is responsible for the computer operations associated with data centres in Guelph (OMAF), Peterborough (MNR), Rexdale (ENE) and Sudbury (MNDM) which provide development, test and production environments supporting corporate and business applications of LRC ministries, and direct support to the ministry's messaging (e-mail) and internet/intranet infrastructure.

LRC TELECOMMUNICATIONS SERVICES SECTION

Robinson Pl
4th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1404
Fax (705)254-7517 (Sault Ste Marie)
Fax (807)473-3116 (Thunder Bay)
Fax (705)755-1408
Fax (705)235-1106 (South Porcupine) 

LRC Telecommunications Services Section ensures standards, policies and procedures related to all aspects of telephone, radio, data and videoconference communication are managed and delivered. The unit coordinates the provision of the Wide Area Network (WAN) and Local Area Network (LAN) services and coordinates the development of new radio systems.

PROVINCIAL SUPPORT

Robinson Pl
4th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1500
Fax (705)755-1496
Fax (705)755-1413 (Provincial Support Centre)

Provincial Support section provides information technology support and services to both MNR and LRC staff in the use of desktop technology and software. The Peterborough service desk facility is part of the virtual LRC IT Service Centre, with locations in Peterborough and Guelph which provide individual helpdesk support to cluster staff.

SCIENCE AND INFORMATION BRANCH

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-5826
Fax (705)945-6638

The Science and Information Branch leads coordination and implementation of SIRD's programs, with business areas and field-based resource management clients, to ensure that their information management, information technology, science transfer and applied research needs are identified, planned and prioritized, using performance management approaches to business planning and work

planning. The branch conducts business analysis, information planning, science coordination, resource assessment and technology transfer that leads to the development of common business solutions and resource management interpretations for the Ministry of Natural Resources.

BUSINESS SOLUTIONS SERVICES - FORESTS SECTION

Roberta Bondar PI
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6648
Fax (705)945-6638


The Business Solutions Services - Forests Section (BSSFS) provides a full range of information management support and coordination provided by our Information Management Coordinators; cooperative design, development and support of systems and applications provided by our Development and Maintenance Unit, to our client, the Forests Division, which is comprised of three branches. We also provide linkages to other sources of information and information technology support, access to the information resource management expertise within Information Resource Management Branch, and linkage to the information technology staff within the MNR Computer Operations Section. BSSFS staff also provide a window into the broader I&IT expertise within the Land and Resources Cluster as a whole.

BUSINESS SOLUTIONS SERVICES - NATURAL RESOURCES MANAGEMENT SECTION

Robinson PI
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 3C7
General Inquiry (705)755-2148
Fax (705)755-1640

The Business Solutions Services, Natural Resources Management Section (BSSNRMS) has information management and systems development professionals to help the Natural Resources Management Division meet their information and information technology needs. Information Coordinators assist with information planning, identify and prioritize information needs that are then met by staff in the Science and Information Resources Division; Systems Development and Maintenance Unit assists with the procurement of software, provides advice on systems development standards and practices, develops and maintains computer systems; the Natural Heritage Information Centre assembles, validates and disseminates information on provincially rare plant and animal species, significant vegetation communities and natural areas. The Business Solutions Services Section is one of four similar sections in the Land and Resources Cluster which work together to leverage common information needs and application development.

INVENTORY MONITORING AND ASSESMENT SECTION

Robinson PI
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2110
Fax (705)755-1640 

The Inventory Monitoring and Assessment Section has a mandate to coordinate and integrate MNR's existing IMA program and to undertake re-engineering of those activities that require it. This section's products will provide data and information to standard, that is necessary to meet MNR's legal and resource management needs. The three regionally-based Science and Information Sections provide for the integration and delivery of science and information, to support field

implementation of programs. Through GIS Service Centres local access to specialized geospatial data is provided, using Geographic Information System (GIS) services.

NORTHEAST SCIENCE AND INFORMATION SECTION

Ontario Government Complex

Hwy 101 E

PO Bag 3020

South Porcupine P0N 1H0

General Inquiry (705)235-1218

Fax (705)235-1251

NORTHWEST SCIENCE AND INFORMATION SECTION

Ontario Government Bldg

Suite 221C, 435 James St S

Thunder Bay P7E 6S8

General Inquiry (807)475-1695

Fax (807)473-3116

LAKE NIPIGON FISHERIES ASSESSMENT UNIT

5 Wadsworth Dr

PO Box 970

Nipigon P0T 2J0

General Inquiry (807)939-2501

Fax (807)887-2993

LAKE OF THE WOODS FISHERIES ASSESSMENT UNIT

808 Robertson St

PO Box 5080

Kenora P9N 3X9

General Inquiry (807)939-2501

Fax (807)468-2737

NORTHWEST SCIENCE AND TECHNOLOGY

25th Side Rd

Thunder Bay P7C 4T9

General Inquiry (807)939-2501

Fax (807)939-1841

QUETICO-MILLE LACS FISHERIES ASSESSMENT UNIT

25th Side Rd

Thunder Bay P7C 4T9

General Inquiry (807)939-2501

Fax (807)939-1841

REGIONAL FISH AND WILDLIFE

AGEING LAB

479 Government Rd

PO Box 730

Dryden P8N 2Z4

General Inquiry (807)939-2501

Fax (807)223-2824

SOUTHCENTRAL SCIENCE AND INFORMATION SECTION

Robinson Pl

4th Flr S, 300 Water St

PO Box 7000

Peterborough K9J 8M5

General Inquiry (705)755-3256

Fax (705)755-3291

BRACEBRIDGE

1350 High Falls Rd

RR 2

Bracebridge P1L 1W9

General Inquiry (705)646-5528

Fax (705)645-7379

FISHERIES ASSESSMENT UNITS - SOUTHCENTRAL SCIENCE

Hwy 11 N & High Falls Rd

RR 2

Bracebridge P1L 1W9

General Inquiry (705)645-8747

ALGONQUIN FISHERIES ASSESSMENT UNIT

PO Box 219

Whitney K0J 2M0

General Inquiry (613)637-2780

Fax (613)637-2864

HALIBURTON-HASTINGS FISHERIES ASSESSMENT UNIT

Hwy 28 S

PO Box 500

Bancroft K0L 1C0

General Inquiry (613)332-3940

Fax (613)332-1800

KAWARTHA LAKES FISHERIES ASSESSMENT UNIT

322 Kent St W

Lindsay K9V 4T7

General Inquiry (705)324-1465

Fax (705)324-1638

LAKE SIMCOE FISHERIES ASSESSMENT UNIT

RR 2

Sutton West L0E 1R0

General Inquiry (905)722-5512

Fax (905)722-3797

**MUSKOKA LAKES FISHERIES
ASSESSMENT UNIT**
1350 High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)645-8747
Fax (705)645-8372

KEMPTVILLE
Concession Rd
PO Box 2002
Kemptville K0G 1J0
General Inquiry (613)258-8204
Fax (613)258-3920

LONDON
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4620
Fax (519)873-4645

NORTH BAY
3301 Trout Lake Rd
North Bay P1A 4L7
General Inquiry (705)475-5574
Fax (705)475-5570

THE LAND AND RESOURCES CLUSTER OFFICE

Robinson Pl
4th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 3C7
General Inquiry (705)755-5547
Fax (705)755-5552

The Land and Resources Cluster I&IT organization, includes the Ministries of Agriculture and Food (OMAF), Environment (MOE), Natural Resources (MNR) and Northern Development and Mines (MNDM). The Cluster provides a common and integrated approach leading to more effective and efficient delivery of information and information technology solutions. The results are improved methods of managing the Cluster ministries' information resources and integrated information holdings that represent agricultural, atmospheric, mineral and natural resources information.

THE STRATEGIC PLANNING AND ARCHITECTURE SECTION

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1636
Fax (705)755-1640

The Strategic Planning and Architecture section of the LRC (Land and Resources Cluster consisting of the Ministries: (MNR) Natural Resources, (MOE) Environment, (OMAF) Agriculture and Food and (MNDM) Northern Development and Mines) provides Enterprise Planning Services that develop and coordinate LRC I&IT (Land and Resources Cluster Information and Information Technology) strategic and operational plans to ensure they support ministry business strategies and priorities.


AGENCIES, BOARDS AND COMMISSIONS

ACADEMIC AND EXPERIENCE REQUIREMENTS COMMITTEE OF THE ASSOCIATION OF ONTARIO LAND SURVEYORS

1043 McNicoll Ave
Scarborough M1W 3W6
General Inquiry (416)491-9020
Fax (416)491-2576

The Academic and Experience Requirements Committee of the Association of Ontario **Land Surveyors** was established by Regulation 1026 under the Surveyors Act. The committee determines if applicants have met the requirements and qualifications for the issuance of a **licence** to practice cadastral surveying or the issuance of a certificate of **registration** as a member of the Association.

ALGONQUIN FORESTRY AUTHORITY

222 Main St W
Huntsville P1H 1Y1
General Inquiry (705)789-9647
Fax (705)789-3353 

The Algonquin **Forestry** Authority is a Crown corporation responsible for maintaining an integrated resource management approach within Algonquin Provincial Park. The authority has been assigned the task of ensuring the viability of the local forest industry by managing and upgrading the quality of the forest and effectively utilizing its range of products. Maintaining a forest cover that satisfies the requirements of regeneration, aesthetics and preservation of diverse vegetation types is also the authority's responsibility. It preserves and protects the **recreational** values, fish and **wildlife** habitat, soil and **water** resources within the park.

COUNCIL OF THE ASSOCIATION OF ONTARIO LAND SURVEYORS

1043 McNicoll Ave
Scarborough M1W 3W6
General Inquiry (416)491-9020
Fax (416)491-2576


Established in 1892, the Council of the Association of Ontario **Land Surveyors** is the governing body and board of directors that manages and administers the affairs of the association. The Lieutenant-Governor appointees (lay councillors) are responsible for ensuring that the self-regulating professional body is serving and protecting the public interest.

CROWN TIMBER BOARD OF EXAMINERS

Roberta Bondar PI
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6643


The Crown **Timber** Board of Examiners has three members and sets written and practical **examinations** in **wood** measurement to determine eligibility of and recommend candidates for scaler's **licences**.

FISH AND WILDLIFE ADVISORY BOARD

Robinson Pl
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1939 

The Fish and **Wildlife** Advisory Board is composed of eleven members. It provides advice to the Minister of Natural Resources on fish and wildlife revenue, and expenditures related to the **fisheries** and wildlife programs. It may also provide advice on policy and program direction as requested by the Minister.

ONTARIO GEOGRAPHIC NAMES BOARD

Robinson Pl
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2134 

The Ontario **Geographic Names** Board investigates the background of geographic names and recommends names to be used on maps, subject to the approval of the Minister of Natural Resources.

ONTARIO MOOSE AND BEAR ALLOCATION ADVISORY COMMITTEE

PO Box 964
Sioux Lookout P8T 1B3
General Inquiry (807)737-2615
Fax (807)737-4173

The Ontario Moose and Bear Allocation Advisory Committee is an independent advisory committee to allocate moose and bear **hunting** opportunities provided by the Ministry of Natural Resources within the **tourism** industry in a manner which is ecologically sustainable and supports the economic viability of the industry in general and specific tourist establishments. The Committee provides advice to the Minister of Natural Resources.

OTTAWA RIVER REGULATION PLANNING BOARD

351 St Joseph Blvd
Hull J8Y 3Z5
General Inquiry (613)997-1735

The Ottawa River Regulation Planning Board has seven members and was established under the terms of a Canada-Ontario-Quebec Agreement. It is responsible for the preparation and continuing review of policies, guidelines and criteria for the integrated management of the principal reservoirs of the Ottawa River Basin in order to reduce **flood** damages along the river, its tributaries and in the Montreal area. It is also responsible for the operation and coordination of inflow forecasting, flow routing and optimization models that will reduce flood damage while having the least possible impact on users of the basin.

RABIES ADVISORY COUNCIL

Trent University Science Complex
PO Box 4840
Peterborough K9J 8N8
General Inquiry (705)755-2270

The **Rabies** Advisory Council, established in 1979, advises the Minister on the development of suitable **vaccines** against rabies and an effective system for vaccinating wild animals. The six members are chosen from the academic community, in the fields of biology, health and agriculture. The secretary is a public servant with the Ministry of Natural Resources.

SHIBOGAMA INTERIM PLANNING BOARD

PO Box 105
Wunnumin P0V 2Z0
General Inquiry (807)442-2559
Fax (807)442-2627

The Shibogama Interim Planning Board, created in 1993, advises the province on **land** use and resource development in an 11,131-square-kilometre area south of Big Trout Lake in northwestern Ontario. Half the board members represent the Province of Ontario; half represent the Kingfisher Lake First Nation and Wunnumin Lake First Nation.

WINDIGO INTERIM PLANNING BOARD

PO Box 299
Sioux Lookout P8T 1A3
General Inquiry (807)737-1585
Fax (807)737-3133

The Windigo Interim Planning Board, created in 1993, advises the province on **land** use and resource development in two areas totalling 15,959 square kilometres south of Big Trout Lake. Half the board members represent the Province of Ontario; half represent the Cat Lake First Nation and Weagamow First Nation.

ACTS

Aggregate Resources Act, 1989
Agreement Authorization Act, 1958
Algonquin Forestry Authority Act
Algonquin Provincial Park Extension Act, 1960-61
Arboreal Emblem Act, 1984
Beds of Navigable Waters Act
Canada Company's Lands Act, 1922
Conservation Authorities Act
Conservation Land Act
Crown Forest Sustainability Act
Crown Timber Act
Endangered Species Act
Fish Inspection Act
Fisheries Industrial Development Act
Fisheries Loans Act
Forest Fires Prevention Act
Forest Tree Pest Control Act
Forestry Act
Forestry Workers Employment Act
Forestry Workers Lien For Wages Act

Freshwater Fish Marketing Act (Ontario)
Game and Fish Act
Gananoque Lands Act, 1961-62
Gas and Oil Leases Act
Industrial and Mining Lands Compensation Act
Lac Seul Conservation Act, 1928
Lake of the Woods Control Board Act, 1922
Lakes and Rivers Improvement Act
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958
Migratory Birds Convention Act (Canada) - Ontario Regulations
Mineral Emblem Act
Ministry of Natural Resources Act
National Radio Observatory Act, 1962-63
North Georgian Bay Recreational Reserve Act, 1962-63
Ontario Geographic Names Board Act
Ontario Harbours Agreement Act, 1962-63
Ottawa River Water Powers Act, 1943
Petroleum Resources Act
Provincial Parks Act
Public Lands Act
Seine River Diversion Act, 1952
Settlers' Pulpwood Protection Act
Spruce Pulpwood Exportation Act
Steep Rock Iron Ore Development Act, 1949
Surveyors Act
Surveys Act
Trees Act
Water Transfer Control Act
Wild Rice Harvesting Act
Wilderness Areas Act
Woodlands Improvement Act

MINISTRY OF NORTHERN DEVELOPMENT AND MINES

159 Cedar St

Sudbury P3E 6A5

General Inquiry (705)564-0060 (Sudbury)

General Inquiry (416)327-0633 (Toronto)

Fax (416)327-0634 (Toronto)

Fax (705)564-7108 (Sudbury)

www.mndm.gov.on.ca

As Ontario's only regional ministry, the Ministry of Northern Development and Mines (MNDM) promotes northern economic and community development; and coordinates the delivery of programs and services in Northern Ontario. As the ministry responsible for the provincial minerals sector, MNDM enhances mineral sector competitiveness and ensures the sustainable development of Ontario's mineral resources. The vision of MNDM is of a Northern Ontario economy and provincial minerals sector that are healthy, competitive and sustainable.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

Whitney Block


Rm 5630, 99 Wellesley St W

Toronto M7A 1W3

General Inquiry (416)327-0633

Fax (416)327-0664

www.mndm.gov.on.ca

8:30 - 5:00 

The Communications Services Branch informs the public, client groups and the news media about the ministry's activities, coordinates central communications policy on behalf of the ministry, advises other branches on communications issues and provides strategic communications support to the Minister, Deputy Minister, Northern Ontario Heritage Fund Corporation and senior management. Activities include strategic planning, media relations, special events coordination, briefing notes and contentious issues management, servicing public inquiries, editorial services, creative services brokering, translation services as well as coordinating the maintenance and development of the ministry's Internet and Intranet sites.

VIDEOCONFERENCING SERVICES

Suite 606, 159 Cedar St

Sudbury P3E 6A5


General Inquiry (705)564-7111 (Ministry Coordinator)

(705)564-7107 (Site Coordinator)

Fax (416)325-4359 (Toronto)


Fax (705)564-7108 (Sudbury)

Fax (705)945-5932 (Sault Ste Marie)

8:30 - 5:00 


Videoconferencing Services provides face-to-face communication for individuals in different locations. A system of cameras, microphones and TV monitors connect the sites/locations providing real time audio and video feeds.

CORPORATE POLICY SECRETARIAT

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-0630
Fax (416)327-0634
8:30 - 5:00 


The Corporate Policy Secretariat is responsible for coordinating the ministry's policy agenda and developing policy reporting to the Deputy Minister. The Secretariat gathers ongoing information/intelligence on the broad corporate policy environment, and assesses northern and mineral industry impacts of policies proposed by other ministries. The Corporate Policy Secretariat is also responsible for the Ministry's Freedom of Information and Protection of Privacy coordination and administration.

FREEDOM OF INFORMATION AND PRIVACY OFFICE

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-1428
Fax (416)327-0634
8:30 - 5:00 


The Freedom of Information and Privacy Office (FOI), within the Corporate Policy Secretariat, coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act for the Ministry of Northern Development and Mines and the Northern Ontario Heritage Fund Corporation. The Office coordinates and responds to access requests from the public; deals with appeals and mediation processes; and ensures adherence to privacy provisions and other legislative requirements of the Act.

EXECUTIVE PROJECTS

Ontario Government Bldg
Suite 340, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (705)475-1577
Fax (705)475-1589 


The Executive Projects area of the Deputy Minister's Office is an incubator for transformational corporate and ministry undertakings, typically in partnership with other Ontario Public Service Ministries, Federal Departments and community organizations. Examples of recent and ongoing activities include the Ontario Mining Cluster strategy and a Knowledge Management Initiative.

INFORMATION AND INFORMATION TECHNOLOGY BRANCH

Suite 605, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7917
(705)755-1500 (Help Desk)
Fax (705)564-7919
8:30 - 5:00 


The Information and Information Technology Branch ensures that the full power of information and computer technology are applied quickly and cost effectively to meet the ministry's business needs. The branch comprises of two Business Solutions Services Sections and an Information Technology Section.

BUSINESS SOLUTIONS SERVICES - MINES AND MINERALS DIVISION

Willet Green Miller Ctr
Flr B-4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5778
Fax (705)670-5754
8:30 - 5:00 


The Business Solutions Services assists the information gathering, access and distribution goals of the Mines and Minerals Division by providing the following services to the program areas: application business case development (feasibility studies), business process analysis and design, application system development and/or acquisition, application system implementations and application system support. With a focus on customer service, e-government initiatives and Land Resource Cluster activities and standards, Business Solutions Services provides leadership and expertise in GIS, database, computer application, system design and development and project management technologies and methodologies.

BUSINESS SOLUTIONS SERVICES - NORTHERN DEVELOPMENT DIVISION AND CORPORATE SYSTEMS

Suite 605, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7917
Fax (705)564-7919
8:30 - 5:00 


The Business Solutions Services - Northern Development Division and Corporate Systems provides business solutions and computer application development and support for the Northern Development Division, the Business Planning Secretariat, and the Corporate Groups.

LEGAL SERVICES

Macdonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)327-0645
Fax (416)327-0646 


The Legal Services office provides legal services to ministry officials and staff in relation to ministry programs and services. This includes providing legal opinions; statutory interpretation; preparation of contracts, regulations, legislation and other legal documents; and representing the ministry before tribunals.

BUSINESS PLANNING SECRETARIAT

Suite 705, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7438
Fax (705)564-7447
8:30 - 5:00 


The Business Planning Secretariat provides business planning advice and resource management services to enable the ministry to fulfill its mandate.

CONTROLLERSHIP OFFICE

Suite 701-B, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7952
Fax (705)564-7954
8:30 - 5:00 


The Controllership Office designs and operates effective ministry management systems; maintains systems of delegated authority; provides training to ministry managers and administrators on administrative policies, procedures and support systems; establishes and monitors service and resolves service issues/disputes. It supports ministry executive where advice and counsel must recognize the goals of ministry programs and the realities of emerging corporate policy and fiscal priorities. It advises and assists ministry management in resolving complex financial and administrative management issues.

FINANCIAL PLANNING

Suite 705, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7438
Fax (705)564-7447
8:30 - 5:00 


The Financial Planning unit supports ministry management towards sound and informed decision-making on business planning, resource allocations, in-year fiscal management, transfer payment accountability, performance measures, program evaluation, and quality service. Staff provide corporate analysis, business consulting and budget management services to core businesses. It is also responsible for coordinating financial reporting for the ministry as required by the legislature and central agencies of the government.

HUMAN RESOURCES BRANCH

Suite 702, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7941
Fax (705)564-7942
8:30 - 5:00 

The Human Resources Branch supports the ministry in the achievement of its mandate and organizational goals through the provision of comprehensive and innovative human resources advice, policy direction, strategic planning, collective agreements interpretation, and expert services in areas such as: recruitment and selection; employment transition; performance and career management; succession planning and leadership development; organizational design; benefits administration; learning and development; job descriptions and classification; WDHP; health, safety and wellness; labour relations and conflict resolution; HR planning and business planning support; emergency measures and security; French language services. The HR Branch provides support to the Northern Inter-ministerial Council with respect to succession planning, leadership development and the Ontario Internship Program.


INTERNAL AUDIT SERVICES

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9210
Fax (416)314-9220
8:30 - 5:00 

The Internal Audit Services provides objective assurance and consulting services to the Ministry of Northern Development and Mines (MNDM). It assists the MNDM in meeting its business


objectives by evaluating and making recommendations to improve the ministry's risk management, controllership, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry operations.

MINES AND MINERALS DIVISION

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5755
Fax (705)670-5818
www.mndm.gov.on.ca
8:30 - 5:00 

The Mines and Minerals Division is responsible for a number of activities and programs which are described in individual entries, e.g. Mining Lands, Mines Group, Business Solutions Services, Information and Marketing Services, Ontario Geological Survey Precambrian Geoscience, Ontario Geological Survey Resident Geologists', Ontario Geological Survey Sedimentary Geoscience, and Geoscience Laboratories. Refer to individual entries for descriptions.

BUSINESS SOLUTIONS SERVICES


Willet Green Miller Ctr
Flr B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5778
Fax (705)670-5754
8:30 - 5:00 

The Business Solutions Services assists the information gathering, access and distribution goals of the Mines and Minerals Division by providing the following services to the program areas: application business case development (feasibility studies), business process analysis and design, application system development and/or acquisition, application system implementations and application system support. With a focus on customer service, e-government initiatives and Land Resource Cluster activities and standards, Business Solutions Services provides leadership and expertise in GIS, database, computer application, system design and development and project management technologies and methodologies.

Services offered to the Public:

CLAIMaps
Digital Data and Maps
ERMES (Earth Resources and Mineral Exploration webSite)

GEOSCIENCE LABORATORIES

Willet Green Miller Ctr
Level A4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5637
Toll Free 1-866-436-5227
Fax (705)670-3047
8:30 - 5:00 

The **Geoscience** Laboratories (Geo Labs) provides research quality geoanalytical data in support of the program of the Mines and **Minerals** Division and the minerals industry client groups. In particular, it provides a wide range of high quality mineralogical and elemental analytical services to the client group; advises prospectors and public; keeps pace with developments in geoanalytical

methodologies and their applications; anticipates and responds to demands for improved procedures and develops capabilities accordingly; maintains a quality geoanalytical facility; and maintains a high profile with the international geoanalytical, geological and **geochemical** communities.

Services offered to the Public:

Geochemical Analyses

Geoscience Laboratories

Method Development

Mineralogical Services

Reference Material Production

INFORMATION AND MARKETING SERVICES


Willet Green Miller Ctr

Level B6, 933 Ramsey Lake Rd

Sudbury P3E 6B5

General Inquiry (705)670-5838

Fax (705)670-5807

8:30 - 5:00 

The Information and Marketing Services main functions are: to play a lead role in developing and advocating initiatives to create an improved climate for **mineral investment**; to market mineral exploration and development opportunities and provide the division's services through its business arm "GEO Enterprises Ontario"; to collect, house and publish information on the provinces' geological resources and the mineral sector, and digital database warehouse.

Services offered to the Public:

GEO Enterprises Ontario

Geoscience Library

Publication Sales

DATABASE MANAGEMENT


Willet Green Miller Ctr

Level B4, 933 Ramsey Lake Rd

Sudbury P3E 6B5

General Inquiry (705)670-5702

Fax (705)670-5754

8:30 - 5:30 

The Database Management Section provides digital data distribution for the Mines and Minerals Division by developing and maintaining digital information standards, procedures; operating digital data distribution channels; working with the identified data stewards to assure accuracy, completeness of the public digital databases of the division; and by managing a digital data warehouse.

MINES LIBRARY


Willet Green Miller Ctr

Level A3, 933 Ramsey Lake Rd

Sudbury P3E 6B5

General Inquiry (705)670-5615

Fax (705)670-5770

8:30 - 5:00 

The Mines **Library** contains publications on **geology**, **mining** and **mineral** resources. Its holdings include reports of the Ontario Geological **Survey** (from 1891), the Geological Survey of Canada (from 1845), other provincial geological surveys, the U.S. Geological Survey and surveys from

individual states, reports and **maps** for Precambrian regions of the world, selected texts on geochemistry, geophysics, engineering geology, mineral economics and related topics. Special indexes, bibliographies and abstracts enable the user to access the collection. The Mines Library subscribes to over 200 scientific journals and maintains a large collection of geological and aeromagnetic maps covering Ontario. Photocopies are provided at a nominal charge.

PUBLICATION SALES

Willet Green Miller Ctr
Level A3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5691
Toll Free 1-888-415-9845 (Ontario Geological Survey)
Fax (705)670-5770
8:30 - 5:00 ☎

The Publication Sales Outlet is responsible for the sale of all Mines and **Minerals** Division **publications**, including Ontario Geological Survey reports and maps. Mail, fax, and telephone orders should be directed to the sales outlet at 933 Ramsey Lake Road, Level A3, Sudbury, Ontario P3E 6B5. If you are ordering by mail or by fax, please call 1-888-415-9845 (toll-free inside Canada and the United States) to confirm the publication price and the amount of shipping charges. Provincial sales tax applies to map orders from Ontario residents. The federal Goods and Services Tax applies to all orders from Canadian residents. Use of VISA or MasterCard ensures the fastest possible service. Cheques or money orders should be made payable to the Minister of Finance.

PUBLICATION SERVICES

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5775
Fax (705)670-5690
8:30 - 5:00 ☎

Publication Services is the publisher for the Ontario Geological Survey, editing and producing the results of the Survey's research in the form of reports and maps. The Interleaf text **publishing** system and Intergraph map publishing system enable publications to be distributed by the traditional offset printing method, by electronic distribution and through on-demand reproduction of hard copy. The electronic text and map files are being incorporated into the databases being constructed and managed by the Data Services Section. Publication Services is also responsible for the Publication Sales Office at the Willet Green Miller Centre in Sudbury.

MINES GROUP

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5787
Fax (705)670-5803
8:30 - 5:00 ☎

The Mines Group role is to encourage, promote and facilitate the sustained economic development of Ontario's **mineral** resources in an environmentally responsible manner; to administer Part VII of the **Mining** Act; to facilitate mineral development through the provision of a one-window approach to **permitting** and regulation; to identify new opportunities to expand Ontario's industrial mineral and dimension stone industries; to ensure that mine sites are both developed and closed safely and in a manner consistent with sound environmental closure design; to assist the mining industry in meeting the requirements of the Mining Act and, in instances of non-cooperation, to

achieve compliance in a fair, firm and professional manner; to strive to minimize risk to public **health and safety** and the environment due to features or hazards associated with inactive, abandoned and orphaned mine sites in Ontario.

Services offered to the Public:

Abandoned Mines Information

Commodities

Mine Closure Plans pursuant to Part VIII of the Mining Act

Mineral Development Program

NORTHEAST - MINERAL DEVELOPMENT OFFICE

Ontario Government Complex


Hwy 101 E

PO Bag 3060

South Porcupine P0N 1H0

General Inquiry (705)235-1625

Fax (705)235-1620

8:30 - 5:00 

NORTHWEST - MINERAL DEVELOPMENT OFFICE - KENORA

Suite 104, 810 Robertson St

Kenora P9N 4J2

General Inquiry (807)468-2916

Fax (807)475-1112 (Thunder Bay)

Fax (807)468-2930

8:30 - 5:00

MINING LANDS


Willet Green Miller Ctr

Level B6, 933 Ramsey Lake Rd

Sudbury P3E 6B5

General Inquiry (705)670-5841

Fax (705)670-5863

8:30 - 5:00 

The role of the **Mining** Lands Section is to provide orderly and equitable processes that ensure public access to Crown **mineral** rights for the exploration and potential development of mining lands; to administer the registration and acquisition processes of mining lands in Ontario; to provide global public access, computerized access to mining lands information; to ensure that the approval processes for submitted assessment work provides a high quality geoscientific database for reference; to maximize the mining **land** tax and lease rental revenues; to continue the enhancement of the Mining Act and its regulations in consultation with stakeholders and the Minister's Mining Act Advisory Committee.

GEOSCIENCE ASSESSMENT OFFICE


Level B6, 933 Ramsey Lake Rd

Sudbury P3E 6B5

Toll Free 1-888-415-9845 (Assessment Work Enquiries)

Fax (705)670-5881

Toll Free Fax 1-877-670-1555

8:30 - 5:00 

The **Geoscience Assessment** Office reviews assessment work submissions required by the **Mining** Act to keep mining **claims** in good standing. It determines if assessment work is eligible for recording, and ensures that good quality data from this assessment work goes into the provincial geoscience database. It records notice of intention to perform assessment work. The office processes distributions of assessment work from the reserve and claim bank. It determines eligibility of exploration expenditures. It maintains the industry standards for the evaluation of assessment work in a database. It also responds to inquiries about assessment work related issues and provides information, advice and assistance.


Services offered to the Public:*Administration of the Mining Act and Regulations***MINING LANDS DISPOSITIONS OFFICE**

Level B6, 933 Ramsey Lake Rd

Sudbury P3E 6B5

General Inquiry (705)670-5847

Toll Free 1-888-415-9845

8:30 - 5:00 

Mining Lands Dispositions Office is responsible for administration and collection of Mining **Land** Tax, Mining Lease and **Licence** rentals. It maintains **databases** essential to the administration of all patented, leased and licensed Mining Lands in Ontario.

Services offered to the Public:*Consent to Transfer Leases and Licences**General Mining Land Information**Municipal Tax Sales**Tax and Rent Information***PROVINCIAL RECORDING OFFICE**

Willet Green Miller Ctr

Level B3, 933 Ramsey Lake Rd


Sudbury P3E 6B5

General Inquiry (705)670-5742

Toll Free 1-888-415-9845

Fax (705)670-5681

Toll Free Fax 1-877-670-1444

8:30 - 5:00 

Provincial Recording Office provides orderly and equitable processes for the administration and **registration** of **mining** lands in Ontario, and provides province-wide public computerized access to mining lands information through the internet.

Services offered to the Public:*Application of legal principles to determine if documents are acceptable for filing**Claim Maps**Claim Tags/Line Post Tags**Client Number**Commissioner of Oaths under the Mining Act**Consultation services on Mining Act and Regulation**Disputes/Hearings on mining claim matters**Exclude time on unpatented claims for performance of work**Extensions of Time**Fax Service**Issue and Renewal of Prospectors Licence**MCI Services (Reports)**Maintenance and Access to Documents Filed Under the Mining Act**Preparation of Lease Requisitions**Recording of Claims**Relief from Forfeiture**Transfers of Recorded Mining Claims*

KIRKLAND LAKE

10 Government Rd E

Kirkland Lake P2N 1A8

General Inquiry (705)568-4521

Fax (705)568-4524

8:30 - 5:00

RED LAKE

Ontario Government Bldg


227 Howey St

PO Box 324

Red Lake P0V 2M0

General Inquiry (807)727-3284

Fax (807)727-3553


8:30 - 5:00 **THUNDER BAY**

Suite B002, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1311

Fax (807)475-1124

8:30 - 5:00 **TIMMINS**

Ontario Government Complex E Wing


Hwy 101 E

PO BAG 3060

South Porcupine P0N 1H0

General Inquiry (705)235-1600

Fax (705)235-1610

8:30 - 5:00 **ONTARIO GEOLOGICAL SURVEY - PRECAMBRIAN GEOSCIENCE**


Willet Green Miller Ctr

Level B7, 933 Ramsey Lake Rd

Sudbury P3E 6B5

General Inquiry (705)670-5758

Fax (705)670-5905

www.mndm.gov.on.ca/MNDM/MINES/OGS/mmdogse.htm8:30 - 5:00 

The Precambrian Geoscience Section of the Ontario Geological **Survey** is responsible for the geological and geophysical mapping of the bedrock and **mineral** deposits of the Precambrian Shield. Geological and geophysical field surveys and studies are published as regional bedrock **geology** and geophysical **maps** and reports describing the geology of specific areas. Geological field investigations are also carried out on known mineral deposits and occurrences and the immediate surroundings. Historic airborne magnetic and electromagnetic geophysical data are maintained in digital and hardcopy format for analysis and distribution to clients.

Services offered to the Public:*Cooperative Bedrock Geological Program**Geophysics Program**Mineral Deposit Program**Precambrian Geology Program***ONTARIO GEOLOGICAL SURVEY - RESIDENT GEOLOGIST PROGRAM**


Willet Green Miller Ctr

Level B4, 933 Ramsey Lake Rd

Sudbury P3E 6B5

General Inquiry (705)670-5778

Fax (705)670-5754

8:30 - 5:00 

Through a network of 10 offices strategically located across the province, the role of the OGS's Resident Geologist's Program is to monitor, stimulate and facilitate the sustainable development of Ontario's **mineral** resources by providing expert geological consultation and advisory services to promote and stimulate mineral exploration; generating and transferring new geoscientific data and ideas; maintaining and providing public access to geoscience databases and other resource materials; monitoring and reporting on mineral exploration and development activity and issues affecting the minerals sector; providing input into **land use planning** issues to ensure continued access to high mineral potential areas, to maximize the land base available for mineral exploration

and development, and to ensure public safety; and providing and/or participating in public forums to promote Ontario's minerals industry.

Services offered to the Public:

Access to Assessment Files

Access to and Use of Drill Core Library System

Access to and Use of Earth Resources and Mineral Exploration Web site (ERMES)

Access to and Use of Resident Geologist Office Library

Access to and Use of the Mineral Deposits Inventory Database

In-office and in-field Geological Consultation and Advisory Services

Mineral Resource Assessments

Resident Geologist Program Monthly/Yearly Report of Activity - Internet Based

MINES AND MINERALS INFORMATION CENTRE


Macdonald Block

Rm M2-17, 900 Bay St

Toronto M7A 1C3

General Inquiry (416)314-3800

Fax (416)314-3797

8:15 - 4:30 

The Mines and **Minerals** Information Centre is open to the public. The Centre offers a reference **library**, access to the ERMES **database** (Earth Resources and Mineral Exploration webSite) and purchase of Ontario geological **maps** and reports. Staff is available to answer questions.

SOUTHWESTERN ONTARIO - TORONTO


Macdonald Block

Rm M2-17, 900 Bay St

Toronto M7A 1C3

General Inquiry (416)314-3800

Fax (416)314-3797

8:30 - 5:00 

SAULT STE MARIE


Roberta Bondar Pl

Suite 200, 70 Foster Dr

Sault Ste Marie P6A 6V8

General Inquiry (705)945-6931

Fax (705)945-6935

8:30 - 5:00 

NORTHEAST REGIONAL OFFICE

Ontario Government Complex


Hwy 101 E

PO Bag 3060

South Porcupine P0N 1H0

General Inquiry (705)235-1615

Fax (705)235-1620

8:30 - 5:00 

SOUTH PORCUPINE/TIMMINS

Ontario Government Complex


Hwy 101 E

PO Bag 3060

South Porcupine P0N 1H0

General Inquiry (705)235-1615

Fax (705)235-1620

8:30 - 5:00 

KIRKLAND LAKE

10 Government Rd E

PO Box 100

Kirkland Lake P2N 3M6

General Inquiry (705)568-4520

Fax (705)568-4515

8:30 - 5:00

SUDBURY


Willet Green Miller Ctr

Level B3, 933 Ramsey Lake Rd

Sudbury P3E 6B5

General Inquiry (705)670-5735

Fax (705)670-5681

8:30 - 5:00 

NORTHWEST REGIONAL OFFICE

Suite B002, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1331

Fax (807)475-1112

8:30 - 5:00

KENORA

Suite 104, 810 Robertson St

Kenora P9N 4J2

General Inquiry (807)468-2813

Fax (807)468-2930

8:30 - 5:00

RED LAKE

Ontario Government Bldg

227 Howey St

PO Box 324

Red Lake P0V 2M0

General Inquiry (807)727-3272

Fax (807)727-3553

8:30 - 5:00

THUNDER BAY NORTH

Ontario Government Bldg

Suite B002, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1331

Fax (807)475-1112

8:30 - 5:00

THUNDER BAY SOUTH

Ontario Government Bldg

Suite B002, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1331

Fax (807)475-1112

8:30 - 5:00

ONTARIO GEOLOGICAL SURVEY - SEDIMENTARY GEOSCIENCE SECTION

Willet Green Miller Ctr

Level B7, 933 Ramsey Lake Rd

Sudbury P3E 6B5

General Inquiry (705)670-5758

Fax (705)670-5905

www.mndm.gov.on.ca/MNDM/MINES/OGS/mmdogse.htm

8:30 - 5:00

The Ontario Geological **Survey**, Sedimentary Geoscience Section provides mapping and **geochemical** investigation of Ontario's Quaternary and Paleozoic-age materials and sediments within areas of high **mineral** potential in order to assist exploration and provide a framework for mineral development. This section has four key programs: Surficial Geochemical Program, Quaternary Mapping Program, Paleozoic Mapping Program and the **Aggregate** Inventory Program.

Services offered to the Public:*Aggregate Mapping Program**Paleozoic Mapping Program**Quaternary Mapping Program**Surficial Geochemical Program***NORTHERN DEVELOPMENT DIVISION**

Roberta Bondar Pl

Suite 200, 70 Foster Dr

Sault Ste Marie P6A 6V8

General Inquiry (705)945-5900


Toll Free 1-800-461-2287

Fax (705)945-5931

8:30 - 5:00

The Northern Development Division is comprised of the Regional Economic Development Branch Trade and Investment Marketing Branch, Programs, Services and Transportation Branch and the Northern Ontario Heritage Fund Corporation. The division is responsible for promoting economic development for Northern Ontario and for the delivery of a variety of government programs and/or services in the north relating to community/regional economic development, transportation and community infrastructure.

NORTHERN ONTARIO HERITAGE FUND CORPORATION


Roberta Bondar PI
 Suite 200, 70 Foster Dr
 Sault Ste Marie P6A 6V8
 General Inquiry (705)945-6700
 Toll Free 1-800-461-8329
 Fax (416)327-0664 (Toronto)
 Fax (705)945-6701
 Fax (807)468-2930 (Kenora)
 8:30 - 5:00 

The **Northern Ontario Heritage Fund Corporation (NOHFC)** has a mandate to improve Northern Ontario's **telecommunications** and **community** infrastructure, develop and market **tourism** projects, and support strategic partnerships which will stimulate a wide variety of economic opportunities across the North. Forms of assistance available through the NOHFC will include conditional contributions, forgivable performance loans, and incentive term loans. Contact the corporation's head office, or any Ministry of Northern Development and Mines office in the appropriate area.

Services offered to the Public:


Northern Ontario Heritage Fund Corporation

PROGRAMS, SERVICES AND TRANSPORTATION BRANCH

Roberta Bondar PI
 Suite 200, 70 Foster Dr
 Sault Ste Marie P6A 6V8
 (705)945-5904 (Delivery of Government Services)
 (705)945-5929 (Programs & Transportation)
 Fax (705)945-5931
 8:30 - 5:00 

The Programs, Services and Transportation Branch is divided in two units. The Delivery of Government Services Unit which is staffed by Client Service Advisers, located in 33 communities across northern Ontario, who provide customer service by responding to front counter and telephone requests regarding federal and provincial programs. The Programs and Transportation Unit recommends policies and administers programs designed to address Northern needs and circumstances; evaluates existing and proposed initiatives, e.g., transportation; communicates special northern circumstances to other ministries; and identifies and addresses emerging northern issues. The Transportation Program is undertaken in cooperation with the Ontario Ministry of Transportation and the Ontario Northland Transportation Commission (ONTC) and includes a variety of programs directed towards the provision of capital infrastructure and passenger services.

DELIVERY OF GOVERNMENT SERVICES

Roberta Bondar PI
 Suite 200, 70 Foster Dr
 Sault Ste Marie P6A 6V8
 General Inquiry (705)945-5904
 Toll Free 1-877-817-6636
 Fax (705)945-5931
 8:30 - 5:00 

The Delivery of Government Services unit (Government Information Centres) is staffed by Client Services Advisers located in 33 communities in **Northern Ontario**. The unit provides customer service support by responding to front counter and telephone requests for assistance/information

regarding federal and provincial programs. Brochures on various federal and provincial programs are available. A toll free line for telephone inquiries from outlying areas will connect clients to the closest office. To find a Government Information Centre in the southern region of Ontario, look under Ministry of Consumer and Business Services.

NORTHEAST GOVERNMENT INFORMATION CENTRES

Suite 203, 447 McKeown Ave

North Bay P1B 9S9

General Inquiry (705)497-6822

Fax (705)494-4069

8:30 - 5:00 ♿

BLIND RIVER

Ontario Government Bldg

62 Queen Ave

PO Box 760

Blind River P0R 1B0

General Inquiry (705)356-2226

Toll Free 1-877-817-6636

Fax (705)356-7441

8:30 - 5:00 ♿

COCHRANE

2 Third Ave

PO Box 668

Cochrane P0L 1C0

General Inquiry (705)272-4274

Toll Free 1-877-817-6636

Fax (705)272-3489

8:30 - 5:00 ♿

ELLIOT LAKE

50 Hillside Dr N

Elliot Lake P5A 1X4

General Inquiry (705)848-7133

Toll Free 1-877-817-6636

Fax (705)848-2408

8:30 - 5:00 ♿

ESPANOLA

148 Fleming St

Espanola P5E 1R8

General Inquiry (705)869-1532

Toll Free 1-877-817-6636

Fax (705)869-5602

8:30 - 5:00 ♿

GORE BAY

35 Meredith St

PO Bag 9

Gore Bay P0P 1H0

General Inquiry (705)282-2043

Toll Free 1-877-817-6636

Fax (705)282-2792

8:30 - 5:00 ♿

HEARST

613 Front St

PO Box 1688

Hearst P0L 1N0

General Inquiry (705)372-2211

Toll Free 1-877-817-6636

Fax (705)372-2391

8:30 - 5:00 ♿

HUNTSVILLE

207 Main St W

Huntsville P1H 1Z9

General Inquiry (705)789-4616

General Inquiry (705)789-4806

Toll Free 1-877-817-6636

Fax (705)789-9533

8:30 - 5:00 ♿

IROQUOIS FALLS

260 Main St

PO Box 460

Iroquois Falls P0K 1G0

General Inquiry (705)232-4001

Toll Free 1-877-817-6636

Fax (705)232-6553

8:30 - 5:00 ♿

KAPUSKASING

Ontario Government Bldg

West Rd

RR 2

Kapuskasing P5N 2X8

General Inquiry (705)335-6008

Toll Free 1-877-817-6636

Fax (705)335-8765

8:30 - 5:00 ♿

KIRKLAND LAKE

10 Government Rd E

PO Box 100

Kirkland Lake P2N 3M6

General Inquiry (705)568-4511

Toll Free 1-877-817-6636

Fax (705)568-4515

8:30 - 5:00 ♿

MOOSONEE

Ontario Government Bldg
Revillion Rd N
PO Box 307
Moosonee P0L 1Y0
General Inquiry (705)336-2991
Toll Free 1-877-817-6636
Fax (705)336-2983
8:30 - 5:00 ♿

NEW LISKEARD

280 Armstrong St
PO Box 6002
New Liskeard P0J 1P0
General Inquiry (705)647-7391
Toll Free 1-877-817-6636
Fax (705)647-7993
8:30 - 5:00 ♿

NORTH BAY

Suite 111, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-6822
Toll Free 1-877-817-6636
Fax (705)497-5544
8:30 - 5:00 ♿

PARRY SOUND

Ontario Government Bldg Complex
7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)773-4216
Toll Free 1-877-817-6636
Fax (705)746-8828
8:30 - 5:00 ♿

SOUTH PORCUPINE

Ontario Government Complex
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
(705)235-1667 (Timmins)
Toll Free 1-877-817-6636
Fax (705)235-1668
8:30 - 5:00 ♿

STURGEON FALLS

Unit 8, 94A King St
Sturgeon Falls P2B 2Z5
General Inquiry (705)753-2900
Toll Free 1-877-817-6636
Fax (705)753-2717
8:45 - 4:45 ♿

SUDBURY

Suite 103, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-0060
General Inquiry (705)564-0061
Toll Free 1-877-817-6636
Fax (705)564-0063
8:30 - 5:00 ♿

**NORTHWEST GOVERNMENT
INFORMATION CENTRES**

Suite 332, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1425
Fax (807)475-1589
8:30 - 5:00 ♿

ATIKOKAN

108 Saturn Ave
PO Box 940
Atikokan P0T 1C0
General Inquiry (807)597-2701
Toll Free 1-877-817-6636
Fax (807)597-6185
8:30 - 5:00 ♿

CHAPLEAU

190 Cherry St
PO Box 488
Chapleau P0M 1K0
General Inquiry (705)864-1515
Toll Free 1-877-817-6636
Fax (705)864-0681
8:30 - 5:00 ♿

DRYDEN

2nd Flr, 479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-8500
Toll Free 1-877-817-6636
Fax (807)223-8502
8:30 - 5:00 ♿

FORT FRANCES

922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-8611
General Inquiry (807)274-5329
Toll Free 1-877-817-6636
Fax (807)274-4438
8:30 - 5:00 ♿

GERALDTON

208 Beamish Ave W

PO Box 640

Geraldton P0T 1M0

General Inquiry (807)854-1030

General Inquiry (807)854-0266

Toll Free 1-877-817-6636

Fax (807)854-0335

8:30 - 5:00 ♿

IGNACE

Hwy 599 & Hwy 17

PO Box 196

Ignace P0T 1T0

General Inquiry (807)934-2260

Toll Free 1-877-817-6636

Fax (807)934-2609

8:30 - 5:00 ♿

KENORA

Suite 104, 810 Robertson St

Kenora P9N 4J2

General Inquiry (807)468-2803

Toll Free 1-877-817-6636

Fax (807)468-2941

8:30 - 5:00 ♿

MANITOUWADGE

Manitou Rd

PO Box 1168

Manitouwadge P0T 2C0General Inquiry (807)826-3227 (Closed Mon
& Fri)

Toll Free 1-877-817-6636

Fax (807)826-4592

11:00 - 3:00 ♿

MARATHON

Suite 105, 52 Peninsula Rd

PO Box 280

Marathon P0T 2E0

General Inquiry (807)229-1153

Toll Free 1-877-817-6636

Fax (807)229-1592

8:30 - 5:00 ♿

NIPIGON

5 Wadsworth Dr

PO Box 8

Nipigon P0T 2J0

General Inquiry (807)887-5000

General Inquiry (807)887-3230

Toll Free 1-877-817-6636

Fax (807)887-2993

8:30 - 5:00 ♿

RAINY RIVER

408 Atwood Ave

PO Box 430

Rainy River P0W 1L0

General Inquiry (807)852-3287

Toll Free 1-877-817-6636

Fax (807)852-3938

8:45 - 4:45 ♿

RED LAKE

227 Howey St

PO Box 950

Red Lake P0V 2M0

General Inquiry (807)727-2870

Toll Free 1-877-817-6636

Fax (807)727-2946

8:30 - 5:00 ♿

SAULT STE MARIE

Roberta Bondar Pl

Suite 110, 70 Foster Dr

Sault Ste Marie P6A 6V4

General Inquiry (705)945-5877

General Inquiry (705)945-5825

Toll Free 1-877-817-6636

Fax (705)945-5958

8:30 - 5:00 ♿

SIOUX LOOKOUT

62 Queen St

PO Box 147

Sioux Lookout P8T 1A2

General Inquiry (807)737-1318

Toll Free 1-877-817-6636

Fax (807)737-3419

8:30 - 5:00 ♿

THUNDER BAY

Ontario Government Bldg

Suite 114, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1425

General Inquiry (807)473-3126

Toll Free 1-877-817-6636

Fax (807)475-1763

8:30 - 5:00 ♿

WAWA

Hwy 101

PO Box 1370

Wawa P0S 1K0


General Inquiry (705)856-2354

Toll Free 1-877-817-6636

Fax (705)856-7511

8:30 - 5:00 ♿

PROGRAMS AND TRANSPORTATION


Roberta Bondar PI
 Suite 200, 70 Foster Dr
 Sault Ste Marie P6A 6V8
 General Inquiry (705)945-5929
 Fax (705)945-5931
 Fax (705)564-7597 (Sudbury)
 8:30 - 5:00 

Programs and Transportation recommends policies and programs designed to address Northern needs and circumstances; evaluates existing and proposed initiatives, e.g., transportation; communicates special northern circumstances to other ministries; and identifies and addresses emerging northern issues. The Transportation Program is undertaken in cooperation with the Ontario Ministry of Transportation and the Ontario Northland Transportation Commission (ONTC). The Transportation Program includes a variety of programs directed towards the provision of capital infrastructure and passenger services.

Services offered to the Public:

Access Roads
Local Roads Boards
Logistics Consulting
Northern Highways Program
Winter Roads

REGIONAL ECONOMIC DEVELOPMENT BRANCH

Suite 601, 159 Cedar St
 Sudbury P3E 6A5
 General Inquiry (705)564-7579
 Fax (705)564-7582 (Director's Office)
 Fax (705)564-7583
www.mndm.gov.on.ca/mndm/nordev/redb/Default_e.asp
 8:30 - 5:00 

The Regional Economic Development Branch is comprised of six integrated area teams and the Coordination and Analysis Unit. The area teams are the focal point for service delivery in the key economic sectors of the North. Located throughout Northern Ontario, the teams provide clients with one-stop access to economic development services. The Coordination and Analysis Unit coordinates input from the area teams, liaises with line ministries, undertakes research and analysis on broad economic trends and pan-northern initiatives. The integrated approach allows MNDM to more effectively support economic development initiatives in the north by providing a wide range of products and services. This branch is also responsible for the administration of five Business Self-Help Offices and three Enterprise Centres located throughout the north.

Services offered to the Public:

Aboriginal Community Capital Infrastructure Program
Business Consulting Services
Business Retention And Expansion
Business Self-Help Offices/Enterprise Centres
Connect Ontario: Broadband Regional Access
Health Professionals Recruitment Tour
Investment Readiness Test
Local Services Boards
Northern Ontario Heritage Fund
Ontario Small Town and Rural Development Initiative

Resource-Based Tourism Diversification Program

Rural Economic Development Program

Smart Growth

Sports, Culture and Tourism Partnerships

Strategic Skills Investment

Summer Jobs Service

SuperBuild Millennium Partnerships

Support to Agricultural and Horticultural Societies

Tourism Licensing

Veterinary Assistance Program

Violence Against Women Prevention Initiative-Northern Ontario Grants

AREA TEAMS

The Area Teams are the focal point for service delivery in the key economic sectors of the North. Located throughout **Northern Ontario**, the teams provide clients with one-stop access to economic development services.

KENORA AND AREA

Suite 104, 810 Robertson St

Kenora P9N 4J2

General Inquiry (807)468-2937

Fax (807)727-2946 (Red Lake)

Fax (807)737-3419 (Sioux Lookout)

Fax (807)274-4438 (Rainy River)

Fax (807)223-8502 (Dryden)

Fax (807)274-4438 (Fort Frances)

Fax (807)934-2304 (Ignace)

Fax (807)468-2930 (NDO Kenora)

8:30 - 5:00 ♿

NORTH BAY AND AREA

Suite 203, 447 McKeown Ave

North Bay P1B 9S9

General Inquiry (705)494-4045

Fax (705)647-7993 (New Liskeard)

Fax (705)494-4069

Fax (705)788-9775 (Huntsville)

8:30 - 5:00 ♿

SAULT STE MARIE AND AREA

Roberta Bondar Pl

Suite 200, 70 Foster Dr

Sault Ste Marie P6A 6V8

General Inquiry (705)945-5914

Fax (705)856-7511 (Wawa)

Fax (705)848-2408 (Elliot Lake)

Fax (705)356-7441 (Blind River)

Fax (705)864-0681 (Chapleau)

Fax (705)945-5931

8:30 - 5:00 ♿

SUDBURY AND AREA

Suite 601, 159 Cedar St

Sudbury P3E 6A5

General Inquiry (705)564-7517

Fax (705)564-7583

Fax (705)869-5602 (Espanola)

Fax (705)746-8828 (Parry Sound)

Fax (705)282-2792 (Gore Bay)

8:30 - 5:00 ♿

THUNDER BAY AND AREA

Suite 332, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1648

Fax (807)854-0335 (Geraldton)

Fax (807)826-4592 (Manitouwadge)

Fax (807)887-2993 (Nipigon)

Fax (807)475-1589

Fax (807)229-1592 (Marathon)

Fax (807)597-6185 (Atikokan)

8:30 - 5:00 ♿

TIMMINS AND AREA

Ontario Government Complex E Wing

Hwy 101 E

PO Bag 3060

South Porcupine P0N 1H0

General Inquiry (705)235-1664

Fax (705)232-6553 (Iroquois Falls)

Fax (705)335-8765 (Kapuskinging)

Fax (705)235-1660

Fax (705)372-2391 (Hearst)

Fax (705)568-4515 (Kirkland Lake)

Fax (705)336-2983 (Moosonee)

Fax (705)272-3489 (Cochrane)

8:30 - 5:00 ♿

BUSINESS SELF-HELP OFFICES/ENTERPRISE CENTRES

Business Self-Help Offices have been established in partnership with local economic development organizations in Thunder Bay, Haileybury, Timmins, Kenora and Huntsville in order to encourage and simplify business start-up. The Enterprise Centres are located in Sudbury, Sault Ste. Marie and North Bay and, provide expanded services to assist new and existing businesses. The Self-Help Offices provide free information and advisory services for anyone wanting to start their own business. They offer a comprehensive **library** of small business start-up resource material, as well as introductory consultations on preparing a business plan, managing a new business, rules and regulations governing new businesses and information on government assistance programs and other sources of help.

ENTERPRISE CENTRE SAULT STE**MARIE**


3rd Flr, 99 Foster Dr

Sault Ste Marie P6A 5X6

General Inquiry (705)759-5461

Toll Free 1-800-565-4507

Fax (705)759-2185

8:30 - 4:30 **HUNTSVILLE BUSINESS SELF-HELP OFFICE**


37 Main St E

Huntsville P1H 1A1

General Inquiry (705)789-1751

Toll Free 1-888-696-4255

Fax (705)789-6689

8:30 - 4:30 **NORTHWESTERN ONTARIO BUSINESS SELF-HELP OFFICE**


227 1/2 Second Ave S

Kenora P9N 1G1

General Inquiry (807)467-4643

Toll Free 1-866-336-7779

Fax (807)467-4645

8:00 - 4:00 **SUDBURY REGIONAL BUSINESS CENTRE**

Tom Davies Sq


200 Brady St

Sudbury P3E 5K3

General Inquiry (705)688-7582

Toll Free 1-800-668-7582

Fax (705)673-7722

8:30 - 4:30 **THE BUSINESS CENTRE - NIPISSING/
PARRY SOUND**

4th Flr, 200 McIntyre St E


PO Box 360

North Bay P1B 8H8

General Inquiry (705)474-0400

Toll Free 1-800-465-6892

Fax (705)474-4493

8:30 - 4:30 **THUNDER BAY AND AREA BUSINESS SELF-HELP OFFICE**


Suite 102, 200 Syndicate Ave S

Thunder Bay P7E 1C9

General Inquiry (807)625-3972

Toll Free 1-800-668-9360

Fax (807)623-3962

8:30 - 4:30 **TIMISKAMING DISTRICT BUSINESS SELF-HELP OFFICE**

467 Ferguson Ave


PO Box 339

Haileybury P0J 1K0

General Inquiry (705)672-5155

Toll Free 1-800-361-2281

Fax (705)672-5959

8:30 - 4:30 **TIMMINS AND AREA BUSINESS SELF-HELP OFFICE**


54 Spruce St S

Timmins P4N 2M5


General Inquiry (705)360-8482

Toll Free 1-800-461-2936

Fax (705)360-1394


8:30 - 4:30 

COORDINATION AND ANALYSIS UNIT

Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7525
Fax (705)564-7583
8:30 - 5:00 

The Coordination and Analysis Unit coordinates input from the area teams, liaises with line ministries, undertakes research and analysis on broad economic trends and pan-northern initiatives.


TRADE AND INVESTMENT MARKETING

Roberta Bondar PI
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5904
Fax (807)475-1589 (Thunder Bay)
Fax (705)564-7597 (Sudbury)
Fax (705)945-5931
8:30 - 5:00 

Trade and Investment Marketing works closely with northern businesses, economic development practitioners and agencies, and other levels of government to: put **northern Ontario** on the map with investors and buyers in industry sectors and geographic markets important to northern Ontario; promote the goods and services of northern Ontario; market northern Ontario as a good place to live, invest and do business; to identify key sectors and activities to further northern Ontario trade and investment; and organize and participate in trade shows, conferences and missions.


AGENCIES, BOARDS AND COMMISSIONS

ONTARIO NORTHLAND TRANSPORTATION COMMISSION

555 Oak St E
North Bay P1B 8L3
General Inquiry (705)472-4500
Fax (705)472-4267
www.ontc.on.ca
7:30 - 5:00 

The Ontario Northland **Transportation** Commission (ONTC), a Crown agency in the province of Ontario, is responsible to government through the Ministry of Northern Development and Mines. Its goal is to provide transportation and telecommunication services including rail, bus, **ferry**, for passengers and **freight**. **Rail** passenger services include the Polar Bear Express between Cochrane and Moosonee, the Northlander between Toronto and Cochrane with connector **bus** service to Timmins and Hearst, and the Little Bear, a mixed passenger-freight train between Cochrane and Moosonee.

THE OWEN SOUND TRANSPORTATION COMPANY, LIMITED

RR 5
Owen Sound N4K 5N7
General Inquiry (519)376-8740
Other 1-800-265-3163 (Ferry Reservations (hours 7:00am-10:00pm, May to October))
www.chicheemaun.com
8:30 - 4:30 

The Owen Sound **Transportation** Company, Limited (OSTC), an Operational Agency Enterprise in the province of Ontario, is responsible to government through the Ministry of Northern

Development and Mines. Its goal is to provide vehicle/passenger **ferry** transportation in the province of Ontario. Ferry services owned and operated by OSTC include the M.S. Chi-Cheemaun between Tobermory and Manitoulin Island. OSTC also provides contract operation of the Pelee Island Ferry service for the Ontario Ministry of Transportation.

ACTS

Mining Act

Ministry of Northern Development and Mines Act

Northern Ontario Heritage Fund Act


Northern Services Boards Act

Ontario Mineral Exploration Act

Ontario Northland Transportation Commission Act

Professional Geoscientists Act, 2000

MINISTRY OF PUBLIC SAFETY AND SECURITY


George Drew Bldg
11th Flr & 18th Flr
25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)326-5000
General Inquiry (416)327-9911
(416)326-5057 (11th Flr Reception)
(416)325-0408 (18th Flr Reception)
Fax (416)326-5085 (11th Flr)
Fax (416)325-6067 (18th Flr)
Fax (416)327-6526
www.mpss.jus.gov.on.ca 

The Ministry of Public Safety and Security is responsible for delivering correctional, policing, public safety and security services across Ontario by: supervising the detention and release of inmates, parolees, probationers and young offenders in order to create an environment designed to afford them opportunities for successful personal and social adjustment in the community; promoting policing excellence through training, professional standards and new programs, and by providing an advisory and liaison service to the police community; providing through the Ontario Provincial Police, front-line policing services to over 400 municipal and First Nations communities, and ensuring safe travel on the province's highways, waterways and snowmobile trails; minimizing or eliminating hazards to persons or property through the work of the Office of the Chief Coroner, the Office of the Fire Marshal, Centre of Forensic Sciences, and Emergency Management Ontario.

CORRECTIONAL SERVICES

DEPUTY MINISTER OF CORRECTIONAL SERVICES


COMMUNICATIONS BRANCH

George Drew Bldg
18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-7868
Fax (416)326-3200
www.mpss.jus.gov.on.ca
8:00 - 6:00 

With a variety of strategic communications services, the Communications Branch supports the ministry's policies and programs. The Communications Branch coordinates media conferences, events and interviews for the Minister of Public Safety and Security and senior ministry officials. It provides advice on communications, planning and tactics, and produces statements, media releases, speeches and related materials. Specialized units are dedicated to strategic communications corporate issues coordination, internal communications and Web site coordination and correspondence management.


CORRECTIONAL SERVICES

ADULT INSTITUTIONAL SERVICES

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)327-3849
8:30 - 5:00 


Adult Institutional Services (AIS) is responsible for supervising adult **offenders** 18 years old and over in custody awaiting trial, sentencing or other judicial proceedings, or those serving sentences not exceeding two years less-a-day. Guided by the Directors of Management and Operational Support, Finance Business Systems, and four regional offices, AIS provides coordinated support to manage institutional facilities, such as jails, detention centres, correctional centres and treatment centres. It also provides coordination and support to regional and field personnel in the development, operation and evaluation of programs and services in adult correctional facilities. The AIS assistant deputy minister has the following reports: Infrastructure Renewal Project; Offender Transportation Project; Management and Operational Support; Transition Planning; and four regional offices.

ALTERNATIVE SERVICE DELIVERY

17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-6699
Fax (416)327-1817
8:30 - 5:00 


The Alternative Service Delivery unit has been established as one part of the ministry's transformation plan to support and enhance the ministry's multi-year improvement strategy of correctional services in Ontario. It is responsible for establishing partnerships with service providers, in either the public or private sector, who contribute their expertise to assist the ministry in delivering safe, secure, efficient, effective and accountable services.

CONTRACT COMPLIANCE UNIT

1501 Fuller Ave
Penetanguishene L9M 2G2
General Inquiry (705)549-5121
Fax (705)549-5122
8:30 - 5:00 

The Contract Compliance Unit monitors and ensures compliance of the contractual obligations regarding the operation of the Central North Correctional Centre (Penetanguishene) in delivering a safe, secure, efficient, effective and accountable correctional service.


INFRASTRUCTURE RENEWAL PROJECT

George Drew Bldg
17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-1464
Fax (416)327-1470
8:30 - 5:00 

The mandate of the Infrastructure Renewal Project is to renew (rebuild/retrofit) the existing institution corrections infrastructure by establishing a system of cost efficient institutions that


would provide greater equity in correctional services throughout the province and enhance public safety by establishing safer and more secure facilities.

OFFENDER TRANSPORTATION PROJECT

Suite 100, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-6204
Fax (905)279-6268
8:30 - 4:45 


The Offender Transportation Project is to analyze and consult with all stakeholders and recommend options for transportation of inmates to court, between institutions, and into the community. Public safety paramount and freeing up line police from transport duties are major requirements.

TRANSITION PLANNING


Suite 110, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-7971
Fax (905)279-1838
8:30 - 4:45 

Transition Planning is responsible for developing plans and strategies to decommission closing institutions and open new institutions. Responsibilities include all operational, staffing, administrative and program issues related to the seamless transition of offices to the Ministry of Public Safety and Security. The Employee Transition units have been established to assist employees during the ministry's transformation period.


EMPLOYEE TRANSITION UNIT - CENTRAL/EASTERN REGION

Suite 105, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-7135
Toll Free 1-888-475-2392
Fax (905)279-7153
8:15 - 4:30 

EMPLOYEE TRANSITION UNIT - WESTERN/NORTHERN REGION

Suite 704, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)661-6177
Toll Free 1-866-826-2911
Fax (705)494-3070 (North Bay)
Fax (519)675-7779
8:30 - 4:30 


COMMUNITY CORRECTIONS

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-2387
Fax (416)314-9255
8:30 - 5:00 

The Community Corrections stream is responsible for supervising all adult **offenders** 18 years and over who are on probation, conditional sentence or provincial **parole**. **Probation and parole** officers work closely with all courts of criminal jurisdiction in Ontario and with the Ontario Parole and Earned Release Board (OPERB). Probation and parole staff supply pre-sentence, pre-


disposition and progress reports to judges, pre-parole reports to the OPERB; supervision, assistance to probationers, offenders on conditional sentence, parole, **young offenders** and former offenders who need assistance after release. Staff offer counselling and guidance in life skills, **alcohol** and **substance abuse**, job search techniques, street management and interpersonal skills.

YOUNG OFFENDER SERVICES

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9914
Fax (416)327-0478
8:30 - 5:00 


The Young Offender Services is responsible for supervising young people aged 16 and 17 who are placed in secure or open custody, in community on probation or alternative measures.

BELL CAIRN STAFF DEVELOPMENT CENTRE

467 Beach Blvd
Hamilton L8H 6W8
General Inquiry (905)548-5000
Fax (905)548-5001
8:30 - 4:30 


As part of the Ministry of Public Safety and Security, the Bell Cairn Staff Development Centre provides **training** and development programs through a variety of mediums, as well as consultation and organizational enhancement for all ministry staff, and training for private correctional agencies under contract to the ministry. This includes basic training for correctional officers, **probation and parole** officers, in addition to a wide range of professional development and management training programs. The centre has produced a variety of training materials and guide books which are available to training personnels from other ministries.

FINANCE AND BUSINESS SYSTEMS

George Drew Bldg
17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-7771
Fax (416)327-3316
8:30 - 5:00 


The Finance and Business Systems office provides leadership in financial controllership, planning, analysis, technical and other financial services to Correctional Services, through direct delivery of service or through service managed contracts. The operational streams reporting to the Director, Finance and Business Systems include the Financial Resources Unit and Technology Coordination Unit.

FINANCIAL RESOURCES UNIT

17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-6549
Fax (416)327-3316
8:30 - 5:00 


The Financial Resources Unit, under the direction of the Director, Finance and Business Systems, is responsible for providing financial planning, analysis, advice, expertise, performance management, and information systems to support the Business Plan.

QUALITY ASSURANCE AND SPECIAL PROJECTS

17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-6549
Fax (416)327-3316
8:30 - 5:00 


The Quality Assurance and Special Projects unit is responsible for undertaking quality assurance and compliance reviews of financial processes and practices under the direction of the Director, Finance and Business Systems.

TECHNOLOGY COORDINATION UNIT

4th Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (416)327-6549 (Toronto)
General Inquiry (705)494-3399
Fax (416)327-2435 (Toronto)
Fax (705)494-3347
8:30 - 5:00 


The Technology Coordination Unit provides technology planning and support service to increase the use of technology in Correctional Services and ensure that maximum benefits are derived from technology investments. The unit also provides advice and support to the assistant deputy ministers, divisional managers and staff; and the Integrated Justice Information Technology Division on technology matters affecting the Ministry of Public Safety and Security. Regarding offender systems such as the Offender Tracking Information System, the unit helps to define user requirements and resolve operational and policy issues related to technology projects. The unit also participates in project approvals, the development of training plans, field communications and the coordination of system change testing by users (User Acceptance Testing).

MANAGEMENT AND OPERATIONAL SUPPORT BRANCH

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)314-5987
8:30 - 4:30 

The Management and Operational Support Branch is responsible for all aspects of service delivery, including the implementation and monitoring of procedures for the supervision of incarcerated adult offenders, adult offenders under community supervision, and young offenders in the community and in correctional facilities.

ADULT COMMUNITY SERVICES

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3386
Fax (705)494-3389
8:30 - 5:00 


Adult Community Services develops, reviews and revises operational policies and procedures for the supervision of adult offenders under probation, parole and conditional sentence. It also provides support to regional and field personnel in the development and operation of correctional programs for adult offenders in the community.

ADULT INSTITUTIONAL SERVICES

3rd Flr, 200 First Ave W
PO Box 4100
North Bay PIB 9M3
General Inquiry (705)494-3351
Fax (705)494-3364


The Adult Institutional Services stream develops, reviews and revises operational policies and procedures for the supervision of incarcerated adult offenders. It also provides coordination and support to regional and field personnel in the development, operation and evaluation of programs and services in adult correctional facilities.

OFFENDER TRANSFER OPERATIONS

Suite 100, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-3194
Fax (905)279-6233
7:30 - 4:00 


The **Offender** Transfer Operations oversees the transfer, **classification** and reclassification of adult offenders to correctional settings that most appropriately meet their program and custodial needs. The unit manages federal penitentiary placement, Canadian Police Information Centre authorization, interprovincial and **international** transfers. It also provides training, advice and consultation to institutional staff in the classification and transfer process.

CORRECTIONAL INVESTIGATION AND SECURITY UNIT

Suite 110, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-6047
Fax (905)279-1295
8:00 - 5:00 


The Correctional **Investigation** and Security Unit is responsible for overseeing the ministry's high profile investigations involving significant violations of ministry policy and procedures with respect to **offenders** and/or ministry employees. This unit is also responsible for managing the development, implementation and communication of investigation and security standards in order to enable the ministry to enact changes to improve correctional business practices and to enhance public safety.

INFORMATION MANAGEMENT UNIT

4th Flr, 200 First Ave W
PO Box 4100
North Bay PIB 9M3
General Inquiry (705)494-3366
Fax (705)494-3009
7:00 - 5:00 


The Information Management Unit is responsible for researching, analyzing and preparing correspondence, briefing and tour materials, as well as other communications and strategic management documents on contentious, urgent and sensitive corporate and operational correctional and justice-related issues and situations, for the Minister, Deputy Minister and Assistant Deputy Ministers.

PROFESSIONAL AND SHARED SERVICES

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3340
Fax (705)494-3364
8:30 - 5:00 


Professional and Shared Services unit establishes practice standards for professional services; develops related ministry operational policies and procedures; provides professional consultation and advice; monitors compliance with established standards and reports back to senior and local management; provides professional input on strategic issues; represents the ministry on the Provincial Schools Authority; supports ministry initiatives by orienting to portfolio areas, project assistance and maintaining strong linkages. This unit is also responsible for Critical Incident Stress Management, Chaplaincy Services and Aboriginal issues.

PROGRAM EFFECTIVENESS, STATISTICS AND APPLIED RESEARCH UNIT

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3352
Fax (705)494-3364
8:30 - 5:00 


The Program Effectiveness, Statistics and Applied Research Unit provides statistics and applied research services (including program evaluation) that: inform operational policy and program planning; form the "meat" of the corporate business planning products; and satisfy the Provincial Auditor's concerns relative to effectiveness, efficiency, and general 'value for money'.

TRILCOR INDUSTRIES

Unit 6, 17 Wilson Dr
Milton L9T 3J7
General Inquiry (905)876-8807
Fax (905)876-8813
8:00 - 4:30 


Trilcor Industries, a department of the Correctional Services, is responsible for administering Industrial Programs. Trilcor operates industrial programs in seven provincial **correctional centres**, as well as a business office in Milton. Trilcor's purpose is to provide meaningful work experience to adult **offenders** in a real life environment that will assist in preparing them for return to the community as a whole. Trilcor is charged with administering the manufacture and sale of the products and services it generates while supervising and **training** the inmate workforce. Trilcor markets its products to its parent ministry, other provincial ministries, federal agencies, municipal governments and police services.

YOUNG OFFENDER SERVICES

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3332
Fax (705)494-3389
8:30 - 5:00 


The Young Offender Services develops strategies pertaining to the Young Offenders Act and the Ministry of Correctional Services Act. It also develops and implements policies and programs to ensure that services delivered to young persons in the care of the ministry are consistent with principles of relevant legislation.

ASSESSMENT, PLACEMENT AND TRANSFER

Bldg C
Suite 101, 177 Judson St
Etobicoke M8Z 1A4
General Inquiry (416)314-5815
Fax (416)314-5822
9:00 - 5:00 


The Office of the Provincial Coordinator, Assessment, Placement and Transfer coordinates assessments, placements and transfers for the ministry's **young offender** secure detention/**custody** system.

OFFICE OF THE ANTI-RACISM COORDINATOR

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-0721
Fax (416)327-0074
8:30 - 5:00 


The functions of the Office of the **Anti-Racism** Coordinator are to address anti-**discrimination** and multiculturalism issues throughout the Ministry of Public Safety and Security, and to monitor and assist the ministry to implement related initiatives. The Coordinator also recommends anti-discrimination strategies for the correctional system to the Assistant Deputy Ministers.

YOUNG OFFENDER PROJECTS

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-7771
Fax (416)327-2418
8:30 - 5:00 

The Young Offender Projects unit works on a number of projects related to the proposed federal youth legislation, the Young Offenders Act, federal-provincial cost-sharing agreements, and the Ontario's Youth Justice Strategy. The implementation of the Youth Criminal Justice Act and the associated systemic issues (technology, training, operational and community partnerships) are coordinated through this unit.

YOUNG OFFENDER TRANSFORMATION PROJECT

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)327-0478
8:30 - 5:00 

The Young Offender Transformation Project is responsible for managing the implementation and integration of a number of business transformation projects currently underway in Young Offender Services.

**PROBATION AND PAROLE OFFICES -
METRO TORONTO****BLACK CREEK**

Suite 509, 2065 Finch Ave W

Downsview M3N 2V7

General Inquiry (416)314-9531

Fax (416)314-9599

8:30 - 4:45 ♿

DANFORTH

3211 Danforth Ave

Toronto M1L 1B8

General Inquiry (416)327-0480

Fax (416)327-0490

8:30 - 4:45 ♿

JARVIS YOUTH COURT

Rm 149, 311 Jarvis St

Toronto M5B 2C4

General Inquiry (416)326-0602

Fax (416)326-0603

8:00 - 4:30 ♿

DON MILLS

Suite 200, 109 Railside Rd

Don Mills M3A 1B2

General Inquiry (416)314-9722

Fax (416)314-9716

8:30 - 4:45

COMMON SERVICES UNIT

2440 Lawrence Ave E

Scarborough M1P 2R5

General Inquiry (416)325-0319

Fax (416)325-0318

7:00 - 3:00

KEELE STREET

Unit 6, 1749 Jane St

Toronto M9N 2S5

General Inquiry (416)326-2950

Fax (416)326-2955

8:30 - 4:45 ♿

METRO NORTH COURT

1000 Finch Ave W

Downsview M3J 2V5

General Inquiry (416)314-0184

Fax (416)314-0183

8:00 - 4:30

PARKDALE

Sunnyside Medical Arts Bldg

Suite 206, 27 Roncesvalles Ave

Toronto M6R 3B2

General Inquiry (416)314-5277

Fax (416)314-5285

8:30 - 4:45 ♿

TORONTO WEST COURT

Rm 110, 2201 Finch Ave W

Toronto M9M 2Y9

General Inquiry (416)314-0156

Fax (416)314-3978

8:00 - 4:30

REXDALE

Suite 206, 1123 Albion Rd

Rexdale M9V 1A9

General Inquiry (416)314-9294

Fax (416)314-9299

8:30 - 4:45 ♿

THE QUEENSWAY OFFICE

Unit 9, 100 The East Mall

Etobicoke M8Z 5X2

General Inquiry (416)314-0208

Fax (416)314-0214

8:30 - 4:45 ♿

RIVERDALE

Ontario Government Bldg

Main Flr, 50 Grosvenor St

Toronto M5S 2V3

General Inquiry (416)314-3771

Fax (416)314-3779

8:30 - 4:45 ♿

OLD CITY HALL

Rm 371, 60 Queen St W

Toronto M5H 2M4

General Inquiry (416)314-9701

Fax (416)314-9706

8:00 - 4:15 ♿

SCARBOROUGH WEST

Suite 200, 2131 Lawrence Ave E

Scarborough M1R 5G4

General Inquiry (416)750-3452

Fax (416)288-0359

8:30 - 4:45 ♿

SCARBOROUGH COURT

1911 Eglinton Ave E

Scarborough M1L 4P4

General Inquiry (416)325-0312

Fax (416)325-0315

8:30 - 4:30 ♿

SCARBOROUGH EAST

Suite 202, 2131 Lawrence Ave E
Scarborough M1R 5G4
 General Inquiry (416)750-3590
 Fax (416)750-7692
 8:30 - 4:45

YONGE STREET

Suite 901, 920 Yonge St
Toronto M4W 3C7
 General Inquiry (416)314-9273
 Fax (416)314-9279
 8:30 - 4:45

COLLEGE PARK COURT

444 Yonge St
Toronto M5B 2H4
 General Inquiry (416)325-0320
 Fax (416)325-0322
 8:00 - 4:30

REGIONAL OFFICES**INSTITUTIONS**

The Ministry of Public Safety and Security's correctional institutions consist of **correctional centres**, **detention centres**, **jails**, treatment centres and **youth centres**.

CORRECTIONAL CENTRES**CENTRAL EAST CORRECTIONAL CENTRE**

541 Hwy 36
 RR 3
Lindsay K9V 4R3
 General Inquiry (705)328-6000
 Fax (705)328-6011
 8:15 - 4:45

CENTRAL NORTH CORRECTIONAL CENTRE

c/o Management & Training Corporation
 Canada
 1501 Fuller Ave
Penetanguishene L9M 2G2
 General Inquiry (705)549-9470
 Fax (705)549-0634
 Fax (705)549-5112 (Institutional Liaison Office)
 8:00 - 5:00

GUELPH TREATMENT CENTRE

785 York Rd
 PO Box 3600
Guelph N1H 6P3
 General Inquiry (519)822-0020
 Fax (519)763-6586 (Superintendent's Office)
 Fax (519)822-0591 (Business Office)
 8:00 - 4:30

MAPLEHURST CORRECTIONAL COMPLEX

661 Martin St
 PO Box 10
Milton L9T 2Y3
 General Inquiry (905)878-8141
 Fax (905)878-1435 (Health Care Unit)
 Fax (905)878-4297 (General Duties Managers)
 Fax (905)876-7300 (General Administration)
 Fax (905)878-1572 (Inmate Records Dept)
 Fax (905)878-5363 (Superintendent's Office)
 8:30 - 4:30

MILLBROOK CORRECTIONAL CENTRE

King St W
 PO Box 300
Millbrook L0A 1G0
 General Inquiry (705)932-2624
 Fax (705)932-2962
 Fax (705)932-2081 (Superintendent's Office)
 8:00 - 4:30

MIMICO CORRECTIONAL CENTRE - INTERMITTENT OPERATION

130 Horner Ave
Toronto M8Z 4X8
 General Inquiry (416)314-9600
 Fax (416)314-9698 (Top of #4 Bldg)
 Fax (416)314-4734 (Records)
 Fax (416)314-9606 (Superintendent's Office)
 8:15 - 4:30

MONTEITH CORRECTIONAL COMPLEX

Junction Hwy 11 & 577

PO Box 90

Monteith P0K 1P0

General Inquiry (705)232-4092

Fax (705)232-5436 (Medical Department)

Fax (705)232-2121 (Records)

Fax (705)232-6663 (School)

Fax (705)232-4530 (Administration)

Fax (705)232-5704 (Superintendent)

8:30 - 4:15 ♿

NORTHERN TREATMENT CENTRE

800 Great Northern Rd

Sault Ste Marie P6A 5K7

General Inquiry (705)946-0995

Fax (705)946-3727 (Health Care Office)

Fax (705)946-2925 (Superintendent's Office)

Fax (705)946-0366 (Inmate Records Office)

Fax (705)946-4047 (Deputy Superintendent's Office)

Fax (705)946-0314 (Administration Office)

8:15 - 4:30 ♿

ONTARIO CORRECTIONAL INSTITUTE

109 McLaughlin Rd S

Brampton L6Y 2C8

General Inquiry (905)457-7050

Fax (905)452-8606

Fax (905)874-4051 (Superintendent)

8:15 - 4:30 ♿

**RIDEAU CORRECTIONAL AND
TREATMENT CENTRE**

4707 Donnelly Dr

RR 4

Merrickville K0G 1N0

General Inquiry (613)269-4771

Fax (613)269-3235 (Superintendent's Office)

Fax (613)269-3583 (Business Office/Records)

Fax (613)269-2088 (Treatment Services Bldg)

8:00 - 4:00 ♿

**ST LAWRENCE VALLEY
CORRECTIONAL AND TREATMENT
CENTRE**

1804 Hwy 2 E

PO Box 1050

Brockville K6V 5W7

General Inquiry (613)345-1461

Fax (613)345-3844

**THUNDER BAY CORRECTIONAL
CENTRE**

Hwy 61 S

PO Box 1900

Thunder Bay P7C 4Y4

General Inquiry (807)475-8401

Fax (807)475-9240

8:15 - 4:30 ♿

VANIER CENTRE FOR WOMEN, MILTON

655 Martin St

PO Box 1040

Milton L9T 5E6

General Inquiry (905)878-8141

Fax (905)876-7334

DETENTION CENTRES**ELGIN-MIDDLESEX DETENTION
CENTRE**

711 Exeter Rd

London N6E 1L3

General Inquiry (519)686-1922

Fax (519)668-5617 (Male Admit & Discharge)

Fax (519)686-5265 (Superintendent's Office)

Fax (519)661-2205 (Program Department)

Fax (519)686-4178 (Health Care Department)

Fax (519)686-0352 (Records/Business Office)

Fax (519)661-2206 (Shift Manager's Office)

8:30 - 4:15 ♿

**HAMILTON-WENTWORTH DETENTION
CENTRE**

165 Barton St E

Hamilton L8L 2W6

General Inquiry (905)523-8800

Fax (905)523-8079 (Young Offender Unit)

Fax (905)529-0977 (Superintendent's Office)

Fax (905)523-8596 (Medical Unit)

Fax (905)523-0998 (Records/Accounts)

8:30 - 4:30 ♿

NIAGARA DETENTION CENTRE

Hwy 58 1355 Uppers Lane

PO Box 1050

Thorold L2V 4A6

General Inquiry (905)227-6321

Fax (905)680-7129 (IC's Office)

Fax (905)227-0097 (Medical Department)

Fax (905)227-0032 (Superintendent's Office)

Fax (905)227-2986 (Records Department)

8:30 - 4:30 ♿

OTTAWA-CARLETON DETENTION CENTRE

2244 Innes Rd

Ottawa K1B 4C4

General Inquiry (613)824-6080

Fax (613)824-1297

8:00 - 4:00 ♿

QUINTE DETENTION CENTRE

89 Richmond Blvd

Napanee K7R 3S1

General Inquiry (613)354-9701

Fax (613)354-6128 (Records Department)

Fax (613)354-1209 (Superintendent's Office)

8:30 - 4:30 ♿

TORONTO EAST DETENTION CENTRE

55 Civic Rd

Scarborough M1L 2K9

General Inquiry (416)750-3513

Fax (416)750-3345 (Superintendent's Office)

Fax (416)752-2787 (Classification Office)

Fax (416)750-9131 (Business Office)

Fax (416)750-4748 (Records Office)

8:30 - 4:30 ♿

TORONTO WEST DETENTION CENTRE

111 Disco Rd

PO Box 4950

Rexdale M9W 5L6

General Inquiry (416)675-1806

Fax (416)675-2310 (Health Care)

Fax (416)675-0800 (Operational Managers,

East Wing/Scheduling/Staff Training/Staff Services)

Fax (416)674-7515 (Records/Classification/

West Wing/Maintenance/Kitchen/Laundry)

Fax (416)674-4186 (Superintendent)

8:30 - 4:30 ♿

JAILS**BRANTFORD JAIL**

105 Market St

Brantford N3T 6A9

General Inquiry (519)752-6578

Fax (519)752-7461

8:00 - 4:30

BROCKVILLE JAIL

10 Wall St

Brockville K6V 4R9

General Inquiry (613)342-1456

Fax (613)342-0962

Fax (613)342-9004 (Confidential)

8:15 - 4:15

CHATHAM JAIL

17 Seventh St

Chatham N7M 4J9

General Inquiry (519)352-0150

Fax (519)351-3578

8:00 - 4:30

FORT FRANCES JAIL

310 Nelson St

Fort Frances P9A 1B1

General Inquiry (807)274-7708

Fax (807)274-3304

8:15 - 4:00 ♿

KENORA JAIL

1430 River Dr

Kenora P9N 1K5

General Inquiry (807)468-2871

Fax (807)468-2876

8:00 - 4:00 ♿

NORTH BAY JAIL

2550 Trout Lake Rd

North Bay P1B 7S7

General Inquiry (705)472-8115

Fax (705)495-8420 (Superintendent)

Fax (705)472-3803 (Administration)

Fax (705)495-3817 (Operations)

8:30 - 4:45

OWEN SOUND JAIL

1237 Third Ave E

PO Box 517

Owen Sound N4K 5R1

General Inquiry (519)376-0435

Fax (519)376-7927

8:30 - 4:45

PEMBROKE JAIL

297 Pembroke St E

Pembroke K8A 3K2

General Inquiry (613)735-0647

Fax (613)735-2741

8:30 - 4:30

SARNIA JAIL

700 Christina St N

Sarnia N7V 3C2

General Inquiry (519)337-3261

Fax (519)337-5898 (Health Care Department)

Fax (519)336-6505 (Administration

Department)

Fax (519)337-0826 (Operational Managers'

Office & Video Remand)

8:15 - 4:30 ♿

SAULT STE MARIE JAIL

145 McNabb St
Sault Ste Marie P6B 1Y2
 General Inquiry (705)256-3020
 Fax (705)256-3028
 8:30 - 4:30

STRATFORD JAIL

30 St Andrew St
Stratford N5A 1A3
 General Inquiry (519)271-2180
 Fax (519)273-1938
 8:00 - 4:00

SUDBURY JAIL

181 Elm St W
Sudbury P3C 1T8
 General Inquiry (705)564-4150
 Fax (705)564-4157
 Fax (705)564-4133 (Superintendent's Office)
 8:00 - 4:30

THUNDER BAY JAIL

285 MacDougall St
Thunder Bay P7A 2K6
 General Inquiry (807)345-7364
 Fax (807)345-0390
 8:30 - 4:30

TORONTO JAIL

550 Gerrard St E
Toronto M4M 1X6
 General Inquiry (416)325-8600
 Fax (416)325-3284 (Health Care Unit)
 Fax (416)325-3035 (Records)
 Fax (416)325-4453 (Social Services)
 Fax (416)325-8616 (Superintendent's Office)
 8:30 - 4:30

WALKERTON JAIL

209 Cayley St
 PO Box 429
Walkerton N0G 2V0
 General Inquiry (519)881-3442
 Fax (519)881-2182
 8:15 - 4:30

WINDSOR JAIL

378 Brock St
 PO Box 7038
Windsor N9C 3Y6
 General Inquiry (519)973-1324
 Fax (519)973-1376
 8:00 - 4:00

YOUTH CENTRES**BLUEWATER YOUTH CENTRE**

Hwy 21 S
 PO Box 71
Goderich N7A 3Y8
 General Inquiry (519)524-2107
 Fax (519)524-5737 (Superintendent's Office)
 Fax (519)524-6933
 8:30 - 4:30

BROCKVILLE JAIL, YOUNG OFFENDERS UNIT

10 Wall St
Brockville K6V 4R9
 General Inquiry (613)342-1456
 Fax (613)342-0962
 8:30 - 4:30

BROOKSIDE YOUTH CENTRE

390 King St E
 PO Box 159
Cobourg K9A 4K6
 General Inquiry (905)372-5451
 Fax (905)372-7788
 8:00 - 4:00

CECIL FACER YOUTH CENTRE

2500 South Lane Rd
 Box 850 Stn B
Sudbury P3E 4S3
 General Inquiry (705)522-1250
 Fax (705)522-6017 (Administration/
 Personnel)
 Fax (705)522-7715 (Records/Business Office)
 8:00 - 4:00

HAMILTON-WENTWORTH DETENTION CENTRE, YOUNG OFFENDERS UNIT

165 Barton St E
Hamilton L8L 2W6
 General Inquiry (905)523-8800
 Fax (905)523-8079
 8:30 - 4:30

KENORA JAIL, YOUNG OFFENDERS UNIT

1430 River St
Kenora P9N 1K5
 General Inquiry (807)468-2871
 Fax (807)468-2876
 8:00 - 4:00

**OTTAWA-CARLETON DETENTION
CENTRE, YOUNG OFFENDERS UNIT**

2244 Innes Rd

Ottawa K1B 4C4

General Inquiry (613)824-6080

Fax (613)824-1297

8:00 - 4:00

PROJECT TURNAROUND

PO Box 130

Moonstone L0K 1N0

General Inquiry (705)835-0200

Fax (705)835-0201

8:00 - 4:00

**QUINTE DETENTION CENTRE, YOUNG
OFFENDERS UNIT**


89 Richmond Blvd

Napawee K7R 3S1

General Inquiry (613)354-9701

Fax (613)354-6128 (Records Office)

Fax (613)354-9114 (Superintendent's Office)

8:30 - 4:30 

**SAULT STE MARIE JAIL, YOUNG
OFFENDERS UNIT**

145 McNabb St

Sault Ste Marie P6B 1Y2

General Inquiry (705)256-3020

Fax (705)256-3028

8:30 - 4:30

SPRUCEDALE YOUTH CENTRE


660 Ireland Rd

PO Box 606

Simcoe N3Y 4L8

General Inquiry (519)426-3561

Fax (519)428-1407

8:30 - 4:30 

PROBATION AND PAROLE OFFICES

The Ministry of Public Safety and Security is responsible for providing **community** supervision to adults and **young offenders** reporting to the ministry's **probation and parole** offices.

AJAX-PICKERING


Unit 3, 1099 Kingston Rd

Pickering L1V 1B5

General Inquiry (905)831-2600

Toll Free 1-888-520-5969

Fax (905)420-5720

8:30 - 4:45 

**THUNDER BAY CORRECTIONAL
CENTRE, YOUNG OFFENDERS UNIT**


Hwy 61 S

PO Box 1900

Thunder Bay P7C 4Y4

General Inquiry (807)475-8401

Fax (807)475-9240

8:15 - 4:30 


**TORONTO YOUTH ASSESSMENT
CENTRE**

130 Horner Ave

Etobicoke M8Z 4X8

General Inquiry (416)314-0800

Fax (416)314-0822

9:00 - 5:00 

**VANIER CENTRE YOUNG OFFENDER
INTERIM UNIT**


205 McLaughlin Rd S

PO Box 1150

Brampton L6V 2M5

General Inquiry (905)459-9100

Fax (905)452-8522 (Superintendent's Office)

8:15 - 4:30 

**WINDSOR JAIL, YOUNG OFFENDERS
UNIT**


378 Brock St

PO Box 7038

Windsor N9C 3Y6

General Inquiry (519)973-1324

Fax (519)973-1376

8:00 - 4:00 

8:00 - 4:00 

ALLISTON

Suite 208, 27 Victoria St E

Alliston L9R 1T3

General Inquiry (705)435-4352

Fax (705)435-2276

8:00 - 5:00

BANCROFT


5 Fairway Blvd

PO Box 1852

Bancroft K0L 1C0

General Inquiry (613)332-4040

Fax (613)332-5672


8:30 - 4:30 **BARRIE**

2nd Flr, 114 Worsley St

Barrie L4M 1M1

General Inquiry (705)739-6480

Fax (705)739-6483


8:30 - 4:45 **BELLEVILLE**

3rd Flr, 15 Victoria Ave

Belleville K8N 1Z5

General Inquiry (613)968-5737

Fax (613)966-7951

8:15 - 4:30 **BRACEBRIDGE**


3 Dominion St

PO Box 1872

Bracebridge P1L 1V8

General Inquiry (705)645-8768

Fax (705)645-7608


8:30 - 4:30 **BRAMPTON**

Unit 15, 155 Clark Blvd

Brampton L6T 4G6

General Inquiry (905)874-4058

Fax (905)874-4063


8:30 - 4:45 **BRANTFORD**

Suite 306, 38 Darling Crt

Brantford N3T 6A8

General Inquiry (519)752-6505

Fax (519)752-8913


8:30 - 4:45 **BROCKVILLE**

75 Water St W

Brockville K6V 3L7

General Inquiry (613)345-3061

Fax (613)342-5697


8:30 - 5:00 **BURLINGTON**

Unit 7, 920 Brant St

Burlington L7R 4J1

General Inquiry (905)637-3457

Fax (905)637-0409

8:30 - 4:45 **CALEDONIA**

Suite 2, 282 Argyle St S

Caledonia N3W 1K7

General Inquiry (905)765-5735

Fax (905)765-5794


CAMBRIDGE

Unit 21, 73 Water St N

Cambridge N1R 7L6

General Inquiry (519)740-5966

Fax (519)740-5971

8:30 - 4:45 **CAMPBELLFORD**

36 Front St S

PO Box 1117

Campbellford K0L 1L0

General Inquiry (705)653-2339

Fax (705)653-2339

8:00 - 4:00

CHAPLEAU


190 Cherry St

PO Box 419

Chapleau P0M 1K0

General Inquiry (705)864-1230

Fax (705)864-2271

8:30 - 4:45 **CHATHAM**

234 Grand Ave W

Chatham N7L 1C1

General Inquiry (519)352-1243

Fax (519)352-2839

8:30 - 4:45

COBOURG


Victoria Hall

55 King St W

Cobourg K9A 2M2

General Inquiry (905)372-8739

Fax (905)372-0764

8:30 - 4:45 **COCHRANE**

59 1st St

PO Box 1119

Cochrane P0L 1C0

General Inquiry (705)272-4348

Fax (705)272-3010

8:30 - 4:45


COLLINGWOOD

1st Flr, 150 St Paul St

Collingwood L9Y 3P2

General Inquiry (705)445-3110

Fax (705)445-9336

8:30 - 4:45 

CORNWALL

331 Pitt St

Cornwall K6J 3R1

General Inquiry (613)933-6335

Fax (613)938-5052

8:15 - 4:45

DRYDEN

Ontario Government Bldg

1st Flr, 479 Government St

PO Box 787

Dryden P8N 2Z4

General Inquiry (807)223-3356

Fax (807)223-3361

8:15 - 4:30 ☎

DURHAM EAST

Unit 1, 1916 Dundas St E

Whitby L1N 2L6

General Inquiry (905)571-3774

Fax (905)436-6882

8:30 - 4:45 ☎

ELLIOT LAKE

16 Philip Walk

Elliot Lake P5A 2S6

General Inquiry (705)848-7091

Fax (705)848-4670

8:00 - 4:30 ☎

ESPANOLA

Ontario Government Bldg

Suite 4, 148 Fleming St

Espanola P5E 1R8

General Inquiry (705)869-2882

Fax (705)869-4041

8:15 - 4:30 ☎

FORT FRANCES

2nd Flr, 340 Scott St

Fort Frances P9A 1G9

General Inquiry (807)274-7743

Fax (807)274-9442

8:15 - 4:30 ☎

GEORGETOWN

Unit A, 36 Armstrong Ave

Georgetown L7G 4R9

General Inquiry (905)873-8135

Fax (905)702-8510

8:30 - 4:45 ☎

GERALDTON

Ontario Government Bldg

208 Beamish Ave W

PO Box 1119

Geraldton P0T 1M0

General Inquiry (807)854-1774

Fax (807)854-1623

8:15 - 4:30 ☎

GODERICH

Courthouse

Bsmt Level, 1 Court House Sq

Goderich N7A 1M2

General Inquiry (519)524-2193

Fax (519)524-8960

8:00 - 5:00 ☎

GRAVENHURST

Unit 3, 110 Ferguson Rd

Gravenhurst P1P 1P7

General Inquiry (705)687-8817

Fax (705)687-1498

8:30 - 4:45

GUELPH

36 Wyndham St S

Guelph N1H 7J5

General Inquiry (519)837-6306

Fax (519)837-6311

8:30 - 4:45 ☎

HAILEYBURY

Land & Registration Bldg

Bsmt, 375 Main St

PO Box 624

Haileybury P0J 1K0

General Inquiry (705)672-3397

Fax (705)672-5498

8:00 - 5:15 ☎

HAMILTON CENTRE

Suite 104, 119 King St W

Hamilton L8P 4Y7

General Inquiry (905)521-7527

Fax (905)521-7507

8:30 - 4:45 ☎

HAMILTON EAST

402 Nash Rd

Hamilton L8H 7P5

General Inquiry (905)549-9977

Fax (905)545-0255

8:30 - 4:45 ☎

HAMILTON MOUNTAIN

Suite 107, 891 Upper James St
Hamilton L9C 7N1
 General Inquiry (905)574-8300
 Fax (905)574-8101
 8:30 - 4:45 ♿

HAWKESBURY

692A Main St E
Hawkesbury K6A 1B4
 General Inquiry (613)632-5911
 Fax (613)632-8963
 8:30 - 4:45 ♿

HEARST

Government Complex
 613 Front St
 PO Box 2349
Hearst P0L 1N0
 General Inquiry (705)372-2394
 Fax (705)372-2397
 8:00 - 4:45 ♿

HUNTSVILLE

Suite 203, 36 Chaffey St
Huntsville P1H 1J4
 General Inquiry (705)789-4467
 Fax (705)789-0722
 8:30 - 4:45 ♿

IROQUOIS FALLS

743 Ambridge Dr
 PO Box 908
Iroquois Falls P0K 1G0
 General Inquiry (705)232-5111
 Fax (705)232-6440
 8:30 - 4:30 ♿

KAPUSKASING

Ontario Government Bldg
 Hwy 11 W
 RR 2, PO Box 1
Kapuskasing P5N 2X8
 General Inquiry (705)335-6116
 Fax (705)335-8703
 8:30 - 4:30 ♿

KENORA

Suite 107, 810 Robertson St
Kenora P9N 4J3
 General Inquiry (807)468-2857
 Fax (807)468-2863
 8:00 - 4:30 ♿

KESWICK

Unit 8, 204 Simcoe Ave
Keswick L4P 2H7
 General Inquiry (905)476-5080
 Fax (905)476-8070
 8:30 - 4:45

KINGSTON

43 Beechgrove Lane
Kingston K7M 9A6
 General Inquiry (613)536-7200
 Fax (613)536-7201
 8:30 - 4:45 ♿

KIRKLAND LAKE

3rd Flr, 6 Tweedsmuir Rd
Kirkland Lake P2N 1H9
 General Inquiry (705)567-9396
 Fax (705)567-6733
 8:30 - 5:00 ♿

KITCHENER CENTRE

Unit 6, 1780 King St E
Kitchener N2G 2P1
 General Inquiry (519)571-6105
 Fax (519)571-6110
 8:30 - 4:45 ♿

KITCHENER WEST

617A King St W
Kitchener N2G 1C7
 General Inquiry (519)578-3070
 Fax (519)578-9016
 8:30 - 4:45 ♿

LEAMINGTON

Suite 104, 75 Erie St S
Leamington N8H 3B2
 General Inquiry (519)326-9005
 Fax (519)326-6357
 8:30 - 4:45 ♿

LINDSAY

2nd Flr, 322 Kent St W
Lindsay K9V 4T7
 General Inquiry (705)324-5621
 Fax (705)324-5173
 8:15 - 4:30 ♿

LONDON CENTRE

1st Flr M, 80 Dundas St
London N6A 6A9
 General Inquiry (519)679-7120
 Toll Free 1-800-265-4740 (Area Code 519 Only)
 Fax (519)679-9352
 8:30 - 4:45 ♿

LONDON EAST

Suite 103, 231 Dundas St

London N6A 1H1

General Inquiry (519)661-6631

Fax (519)661-6636

8:30 - 4:45

MANITOWANING

1 Arthur St

PO Box 189

Manitowaning P0P 1N0

General Inquiry (705)859-3184

Fax (705)859-2051

8:15 - 4:30

MARATHON

52 Peninsula Rd

PO Box 1779

Marathon P0T 2E0

General Inquiry (807)229-2407

Fax (807)229-2504

8:15 - 4:30 ☎

MIDLAND

Ground Flr, 305 Midland Ave

Midland L4R 3K5

General Inquiry (705)526-3715

Fax (705)526-3086

8:30 - 4:45 ☎

MILTON

Milton Mall

Suite 31, 55 Ontario St

Milton L9T 2M3

General Inquiry (905)878-7259

Fax (905)878-9969

8:30 - 4:45 ☎

MINDEN

Hwy 35

PO Box 580

Minden K0M 2K0

General Inquiry (705)286-1489

Fax (705)286-3660

8:30 - 4:30 ☎

MISSISSAUGA

Suite 200, 2301 Haines Rd

Mississauga L4Y 1Y5

General Inquiry (905)279-7600

Fax (905)279-7650

8:30 - 4:45 ☎

MOOSONEE

Government Bldg

2nd Flr, 38 Revillion Rd

PO Box 487

Moosonee P0L 1Y0

General Inquiry (705)336-2270

Fax (705)336-2761

8:00 - 4:30

NAPANEE

18 Market Sq

Napanee K7R 1J3

General Inquiry (613)354-2125

Fax (613)354-0305

8:30 - 5:00 ☎

NEWMARKET

Suite 203, 390 Davis Dr

Newmarket L3Y 7T8

General Inquiry (905)898-6511

Fax (905)898-5542

8:30 - 4:45 ☎

NEWMARKET COURT

Rm 2087, 50 Eagle St W

Newmarket L3Y 6B1

General Inquiry (905)895-5920

Fax (905)895-9211

9:00 - 5:15 ☎

NIAGARA FALLS

4701 St Clair Ave

Niagara Falls L2E 3S9

General Inquiry (905)356-1507

Fax (905)356-0260

8:30 - 4:45 ☎

NORTH BAY

195 First Ave W

North Bay P1B 3B8

General Inquiry (705)495-3850

Fax (705)495-3887

8:30 - 5:00 ☎

OAKVILLE

Unit 3, 481 Morden Rd

Oakville L6K 3W6

General Inquiry (905)845-8571

Fax (905)845-9516

8:30 - 4:45 ☎

ONTARIO COURT OF JUSTICE

Suite 240, 7755 Hurontario St

Brampton L6W 4T1

(905)457-6887 (Court Liaison/Intake Office)

Fax (905)457-8896

9:00 - 4:30 ☎

ORANGEVILLE

Court Bldg
2nd Flr, 10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-4622
Fax (519)941-5634
8:30 - 4:45 ♿

ORILLIA

Cottage C
2nd Flr, 700 Memorial Ave
PO Box 130
Orillia L3V 6J3
General Inquiry (705)329-6010
Fax (705)329-6015
8:30 - 4:45 ♿

OSHAWA COURT

850 King St W
Oshawa L1J 8N5
General Inquiry (905)571-2009
Fax (905)571-0007
8:15 - 4:30

OTTAWA CENTRE

Ottawa Courthouse
3rd Flr Rm 3211, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1119
Fax (613)239-1293
Fax (613)239-1120
8:00 - 4:45 ♿

OTTAWA EAST

Unit 20, 2450 Lancaster Rd
Ottawa K1B 5N3
General Inquiry (613)523-4985
Fax (613)523-1096
8:15 - 4:30

OTTAWA WEST

2730 Iris St
Ottawa K2C 1E4
General Inquiry (613)820-9460
Fax (613)820-4909
8:15 - 4:45 ♿

OWEN SOUND

Suite 105, 1131 Second Ave E
Owen Sound N4K 2J1
General Inquiry (519)376-2236
Fax (519)376-7937
8:30 - 4:45 ♿

PARRY SOUND

72 Church St
Parry Sound P2A 1Y9
General Inquiry (705)746-5809
Fax (705)746-8786
8:15 - 4:30 ♿

PEMBROKE

169 Lake St
Pembroke K8A 5L8
General Inquiry (613)735-6809
Fax (613)735-7082
8:15 - 4:30 ♿

PETERBOROUGH

Capital Court
Suite 2, 223 Aylmer St N
Peterborough K9J 3K3
General Inquiry (705)745-1929
Fax (705)745-1973
8:00 - 4:30 ♿

PICTON

333 Main St
PO Box 1410
Picton K0K 2T0
General Inquiry (613)476-7917
Fax (613)476-8183
8:00 - 4:30 ♿

PORT HOPE

138 Hope St N
Port Hope L1A 2P1
General Inquiry (905)885-4581
Fax (905)885-7710
8:15 - 4:30

PORT PERRY

Unit 9, 60 Vanedward Dr
Port Perry L9L 1G3
General Inquiry (905)985-9794
Fax (905)985-0644
8:30 - 4:30

RED LAKE

227 Howey St
PO Box 845
Red Lake P0V 2M0
General Inquiry (807)727-2846
Fax (807)727-2928
8:00 - 5:00 ♿

RENFREW

268 Raglan St S
Renfrew K7V 1R4
General Inquiry (613)432-2546
Fax (613)432-8983
8:30 - 4:30 ♿

SARNIA

720 Christina St N

Sarnia N7V 3C2

General Inquiry (519)337-2365

Fax (519)332-4616

8:30 - 4:45 ☎

SAULT STE MARIE

Suite 103, 390 Bay St

Sault Ste Marie P6A 1X2

General Inquiry (705)253-1182

Fax (705)945-6793

8:00 - 5:00 ☎

SIMCOE

548 Queensway W

PO Box 736

Simcoe N3Y 4T2

General Inquiry (519)426-4250

Fax (519)426-8968

8:30 - 4:45 ☎

SIOUX LOOKOUT

Prince St & 4th Ave

PO Box 251

Sioux Lookout P8T 1A3

General Inquiry (807)737-3311

Fax (807)737-1636

8:15 - 4:30 ☎

SMITHS FALLS

Unit G, 94 Beckwith St N

Smiths Falls K7A 2C1

General Inquiry (613)283-5663

Fax (613)284-0349

8:30 - 5:00 ☎

ST CATHARINES

Suite 504, 55 King St

St Catharines L2R 3H5

General Inquiry (905)687-8941

Fax (905)688-2641

8:30 - 4:45 ☎

ST THOMAS

198 Talbot St

St Thomas N5P 1A9

General Inquiry (519)631-3430

Fax (519)631-0971

8:30 - 4:45 ☎

STRATFORD

150 Downie St

Stratford N5A 1X1

General Inquiry (519)271-5220

Fax (519)271-6579

8:00 - 4:45 ☎

STURGEON FALLS

Suite 4, 94 King St

Sturgeon Falls P2B 2Z5

General Inquiry (705)753-1282

Fax (705)753-0761

8:30 - 5:00 ☎

SUDBURY

Suite 402, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)564-4311

Fax (705)564-4229

8:15 - 4:30 ☎

SUPERIOR NORTH

Suite 404, 189 Red River Rd

Thunder Bay P7B 1A2

General Inquiry (807)343-7711

Fax (807)343-7725

8:30 - 4:45

THORNHILL

Suite 212, 8185 Yonge St

Thornhill L3T 2C6

General Inquiry (905)731-3061

Fax (905)764-1255

8:30 - 4:45

THUNDER BAY

Suite 402, 189 Red River Rd

Thunder Bay P7B 1A2

General Inquiry (807)343-7521

Fax (807)343-7528

8:30 - 4:30 ☎

TIMMINS

Ontario Government Complex

Hwy 101 E

PO Bag 3075

South Porcupine P0N 1H0

General Inquiry (705)235-1800

Fax (705)235-1801

8:30 - 4:45 ☎

TRENTON

Suite 10, 80 Division St

Trenton K8V 5S5

General Inquiry (613)392-6549

Fax (613)392-7940

8:30 - 4:45 ☎

WALKERTON

12 Colborne St S

PO Box 404

Walkerton N0G 2V0

General Inquiry (519)881-0760

Fax (519)881-1531

8:30 - 4:45 ☎


WELLAND

3rd Flr, 3 Cross St

Welland L3B 5X6

General Inquiry (905)735-1660

Fax (905)735-5665


8:30 - 4:45 **WINDSOR**

Suite 506, 880 Ouellette Ave

Windsor N9A 1C7

General Inquiry (519)254-3291

Fax (519)973-1425


8:30 - 4:45 **WOODSTOCK**

32 Metcalfe St

Woodstock N4S 3E7

General Inquiry (519)539-8175

Fax (519)539-2928

8:30 - 5:00 **CENTRAL REGION**


Bldg C

171 Judson St

Etobicoke M8Z 1A4

General Inquiry (416)314-0520

Fax (416)314-9540 (HR)

Fax (416)314-8388 (Community & Young
Offender Services)Fax (416)314-0527 (Adult Institutional
Services)8:30 - 4:45 **EASTERN REGION**

2nd Flr, 23 Beechgrove Lane

Kingston K7M 9A6

General Inquiry (613)536-7350

Fax (613)547-2052 (HR)

Fax (613)531-8496 (Community & Young
Offender Services)Fax (613)544-6460 (Adult Institutional
Services)

8:30 - 5:00

NORTHERN REGION


4th Flr, 200 First Ave W

PO Box 4100

North Bay P1B 9M3

General Inquiry (705)494-3430

Fax (705)494-3436 (HR/Finance)

Fax (705)494-3435 (Adult Institutional
Services)Fax (705)494-3459 (Community & Young
Offender Services)8:30 - 5:00 **WESTERN REGION**


Suite 704, 150 Dufferin Ave

London N6A 5N6

General Inquiry (519)675-7757

Fax (519)661-6182 (HR Unit)

Fax (519)679-0699

8:30 - 5:00 **INDEPENDENT INVESTIGATIONS UNIT**


2nd Flr, 880 Bay St

Toronto M5S 1Z8

General Inquiry (416)326-5070


Toll Free 1-800-463-9760

Fax (416)326-5029

8:30 - 5:00 


The Independent **Investigations** Unit (IIU) of the Ministry of Public Safety and Security is responsible for investigating employee allegations (excluding police officers) under the Ontario Public Service Workplace Discrimination and Harassment Prevention Operating Policy. The IIU also investigates, under Section 22 of the Ministry of Correctional Services Act, allegations of sexual impropriety made by ministry clients against employees of open-custody facilities or ministry institutions and probation and parole services.

JUSTICE TECHNOLOGY SERVICES

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6950
Fax (416)326-1104
9:00 - 5:00 


The Justice Technology Services is responsible for Information Technology (IT) services and support to the Justice Enterprises - Ministry of the Attorney General, Ministry of Public Safety and Security and their external Justice partners - that enables transformation into a modern, effective and efficient justice system.

INFRASTRUCTURE SERVICE BRANCH

5th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3237
Fax (705)494-3259
9:00 - 5:00 

The Infrastructure Service Branch provides professional systems services for Infrastructure (PCs, LANs) acquisition, configuration, installation support and management including leases and software licences; and electronic mail for the enterprise. Technology Support Centre (TSC) provides call centre support for all users of information technology including mission critical applications, network telephones, PCs, LANs. This service is provided to all ministries in the Justice Enterprise and also to the Ministry of Health and Long-Term Care and the Municipal police services. Province-wide network of voice and data communications, allowing access to the data centres and to electronic mail is provided by the Telecommunication Section.

INTEGRATED JUSTICE PROJECT

6th Flr, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-2121
Fax (416)326-6016
9:00 - 5:00 


The Integrated Justice Project will deliver solutions capable of supporting the Justice Enterprise's shared vision of transforming justice for the good of all the people of Ontario. When fully implemented it will create a modern, effective and accessible justice system. The project involves the Ministries of the Attorney General and Public Safety and Security working with a private-sector consortium and includes all components of the justice system: the bench, the bar, Crowns, courts, police, corrections and the public.

OFFICE OF STRATEGIC ARCHITECTURE

17th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6552
Fax (416)326-1959


The Architecture Office in Integrated Justice provides leadership and management for the strategic planning and development of information systems architectures to drive and support the requirements of the Integrated Justice initiatives in the three broad areas of information, technology and applications and to provide expertise and assistance to Cluster functional areas in delivering effective technology solutions including managing and providing overall change integration for the cluster's various architectures.

PLANNING SECTION

17th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)314-0168
Fax (416)314-0216
9:00 - 5:00 


The Planning Section is responsible for the development of Information Management and Information Technology Strategic Plan for the Justice Cluster (Attorney General and Public Safety and Security) ensuring that the IM & IT Plan is aligned with and supportive of the business plans of two ministries and their respective program areas. The section is also responsible for the governance planning, reporting, marketing and promotion of technology based solutions that will enable the transformation of the ministries' program core businesses in providing service to the public and their evolving business needs.

SOLUTIONS DELIVERY AND SUPPORT BRANCH

2nd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (416)326-6946
Fax (416)327-4140
Fax (705)494-3217
9:00 - 5:00 


Solutions Delivery and Support Branch is responsible for development/support of all corporate program delivery information systems including Internet advice and support. The branch delivers applications systems to support ministry program management needs including Ontario Police Technology Information Cooperative (OPTIC) which provides dispatch and report functions for 40 municipal police services and the OPP, representing approximately 9,000 employees serving a population of over 3.0 million people in Ontario; Offender Management System (OMS) which provides the ministry with centralized offender information; Ambulance Response Information System which provides ambulance dispatch for Ministry of Health and Long-Term Care to all areas of the province outside Metropolitan Toronto; Integrated Courts Offence Network (ICON); Sex Offender Registry, Major Case Management and support to Executive Offices in the use of technology in Business Intelligence (EI) and correspondence management.

VIDEO REMAND PROJECT

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)325-0996
Fax (416)326-1959
9:00 - 5:00 


The Video Remand and Bail Project Team is responsible for implementing a framework and installing video conferencing technology in court houses, detention centres and selected remote sites across the province. The Project Team will also undertake to train court and corrections staff in the use of this technology for remand and consent bail hearings.

LEGAL SERVICES BRANCH

8th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)314-3509
Fax (705)329-6882 (Orillia)
Fax (416)314-3518
8:30 - 5:00 


The Legal Services Branch provides a full range of legal services to the Ministry of Public Safety and Security. Counsel provide advice to diverse clients, based on all aspects of clients' programs, and on the interpretation of statutes and regulations affecting clients' businesses. Counsel participate in developing legislation, prepare a wide variety of contracts and other legal documents and represent the Ministry at court hearings, administrative tribunals and coroners' inquests. The branch acts as legal counsel to the Fire Safety Commission and the Animal Care Review Board and provides advice to the Ontario Civilian Commission on Police Services, Ontario Police Arbitration Commission and Ontario Parole and Earned Release Board. The Legal Services Branch also has an office located at 777 Memorial Avenue, Lincoln M. Alexander Bldg., Orillia L3V 7V3. All branch counsel are employees of the Attorney General's Office.

PLANNING AND POLICY DIVISION

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465
8:30 - 5:30 


Planning and Policy Division (PPD) provides strategic leadership for the Ministry of Public Safety and Security in the areas of: Public Policy; Corporate Evaluation and Analysis; Business Planning; Human Resources; Financial Controllershship; Facilities Management; French Language Services; Freedom of Information and Audit. The division is also the ministry led for the ministry's key corporate projects such as the OPS Common Services Standards and Quality Service Framework. Divisional staff are located in three cities across the province: Toronto, Orillia and North Bay.

ADMINISTRATIVE SUPPORT UNIT

George Drew Bldg
9th & 10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465
8:30 - 5:00 

Administrative Support Unit provides back up for consultants and analysts.


BUSINESS AND FINANCIAL PLANNING BRANCH

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465
8:30 - 5:00 

The Business and Financial Planning Branch coordinates business planning and fiscal management processes and manages the service level agreements with Shared Services Branch for the Ministry of Public Safety and Security. The branch is made up of the Business Planning Unit and the


Corporate Controllership Unit. Close coordination is maintained with the Ministry of the Attorney General.

BUSINESS PLANNING UNIT

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445 


The Business Planning Unit provides business planning support and advice to the ministry's program areas. It develops integrated approaches to business planning in collaboration with corporate controllership, program areas, and other corporate support functions. It also assists in the development of effective performance measures and develops and analyzes business plans, in-year submissions and other initiatives to ensure that they reflect ministry and government key business directions and that they are sound from a process point of view. The unit promotes an understanding of the ministry vision and business plan of all levels of the organization and to external key stakeholders. It supports senior management decision-making and liaises with Management Board Secretariat, and the Ministry of Finance on behalf of the Ministry.

CORPORATE CONTROLLERSHIP UNIT

10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465 


The Corporate Controllership Unit monitors the Ministry fiscal plan against performance, compiles financial reports for management and Central Agencies, supports responsible and accountable financial management, accounting and control to ensure compliance with ministry and government standards. The unit also provides expenditure management, controllership, financial and procurement education and advice to client groups, develops and implements financial policies and procedures and liaises with Shared Services Bureau.

CORPORATE POLICY BRANCH

George Drew Bldg
9th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)212-4221
Fax (416)212-4020
8:30 - 5:30 


Corporate Policy Branch is responsible for ensuring the government's Justice Agenda is achieved by: providing strategic policy advice; liaising and consulting with Central Agencies, Minister's Office and the Premier's Office to ensure the Justice Agenda is reviewed and considered by Cabinet; preparing and presenting policy documents including: Cabinet submissions, options papers, briefing notes, issues notes, and House notes; facilitating and leading project teams established to respond to the justice policy agenda; coordinating the strategic policy planning exercise for the Ministry of Public Safety and Security and coordinating the provincial response to Federal/Provincial/Territorial (FPT) meetings.

CORPORATE EVALUATION AND ANALYSIS

George Drew Bldg
9th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-7331
Fax (416)212-4020
8:30 - 4:30 


Corporate Evaluation and Analysis unit is part of the Corporate Policy Branch. The unit is responsible for providing leadership/coordination on strategic business planning functions specifically vision, key strategies, environmental scanning, program performance measures and risks; leading the Program Evaluation Initiative, evaluation of the Sex Offender Registry data, and liaising with Statistics Canada (Canadian Centre or Justice Statistics) as partners in the National Justice Statistics Initiative to enable the collection of justice data and keep ministry officials informed on national justice statistics.

FREEDOM OF INFORMATION AND PRIVACY - ATTORNEY GENERAL


5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4300
Fax (416)326-4307
8:30 - 5:00 

The Freedom of Information and Protection of Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act for the ministries of the Attorney General, and Public Safety and Security. Responsibilities include: developing policies, procedures and guidelines; coordinating and responding to access requests from the public; dealing with appeals and mediation processes; preparing statistical reports; and ensuring adherence to privacy provisions and other legislative requirements of the Act.

FREEDOM OF INFORMATION AND PRIVACY - PUBLIC SAFETY AND SECURITY


4 th Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00 

FRENCH LANGUAGE SERVICES

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4059
Fax (416)326-4782
8:30 - 5:00 

The French Language Services office monitors delivery of service in French and provides advice to staff of two ministries, Attorney General and Public Safety and Security, on issues related to delivery of service in French within their programs and activities pursuant to the French Language Services Act, the Courts of Justice Act and the Criminal Code. It also coordinates translation, complaints investigation/resolution and linguistic proficiency evaluation services. It manages relations with francophone stakeholder groups and acts as liaison between the ministries and the francophone community.

HUMAN RESOURCES BRANCH

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6600
Fax (705)329-6640 (Confidential)
Fax (705)329-6611
8:15 - 5:00 


Human Resources Branch provides strategic leadership, advice and services for the ministry in the following areas: recruitment, benefits, workforce information, planning and tracking, change management, grievance administration and labour relations.

INTERNAL AUDIT SERVICES - JUSTICE MINISTRIES

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6741
Fax (705)329-6762

The Audit Services Branch, Justice Cluster, Internal Audit Division, MBS, provides assurance and consulting services to the Justice Ministries to ensure control systems are in place that ensure ministry objectives are met. The Audit Director reports to each of the three Justice Sector Deputy Ministers for audit purposes, the respective Chief Administrative Officers for administrative purposes and to the Chief Internal Auditor, MBS, for professional standards.

JUSTICE SECTOR FACILITIES BRANCH

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-6757
Fax (416)326-4029
8:30 - 5:00 

The Justice Sector Facilities Branch provides strategic planning and operational advice for the Ministries of the Attorney General and Public Safety and Security. The initiatives include the development of accommodation strategic plans to support the wide range of business planning directions and decision-making activities for the three ministries (Ministry of the Attorney General and the previously split Ministries of the Solicitor General and Correctional Services). The branch provides services to the sector, such as: managing the administration and payment for all space occupied both in government-owned and third party leases, coordinating with Ontario Realty Corporation and its service providers to deliver major and minor capital projects and relocation projects; and reviewing new processes for requesting approvals for capital funding through the liaison with the Ontario SuperBuild Corporation and the Cabinet Committee on Privatization and SuperBuild (CCOPS).

KNOWLEDGE MANAGEMENT TEAM


7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)314-2077

The Knowledge Management Team project provides support to the Justice Sector Knowledge Management Council. The team will be developing a multi-year plan for a phased implementation of the knowledge management strategy and controllership framework. In addition, the team is expected to develop a monitoring and assessment plan to measure and report on the success of knowledge management implementation.

PUBLIC SAFETY AND POLICING SERVICES


DEPUTY MINISTER OF PUBLIC SAFETY AND POLICING SERVICES

COMMUNICATIONS BRANCH

George Drew Bldg
13th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)326-5010
(416)326-5000 (Ministry Programs Info)
Fax (416)326-0498
www.mpss.gov.on.ca
8:00 - 5:00 


With a variety of strategic communication services, the Communications Branch supports the ministry's policies and programs to enhance public safety by creating a more modern, effective and efficient justice system in Ontario. The Communications Branch coordinates media conferences, events and interviews for the Minister and senior ministry officials. It provides advice on communications planning and tactics, and produces statements, media releases, speeches, public service announcements and related materials. Specialized units are dedicated to strategic communications, issues coordination and correspondence management. All information material for the media and the public are available in English and French.

ONTARIO PROVINCIAL POLICE

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6111
www.gov.on.ca/opp/
8:00 - 4:30 


The functions of the Ontario Provincial **Police** include the performance of all duties and services in relation to the preservation of peace; prevention of **crime** and **offences** against the laws in force in Ontario and the criminal laws in Canada; and apprehension of criminals and **offenders** who may be lawfully taken into **custody**.

PROFESSIONAL STANDARDS BUREAU

Lincoln M Alexander Bldg
1st Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6051
Fax (705)329-6069
Fax (705)329-6050
8:15 - 4:30 

The Professional Standards Bureau is responsible for ensuring that proper measures are taken to promote the highest standards of conduct possible within the OPP. Such measures range from appropriate recognition of noteworthy service to corrective action for unsatisfactory behaviour. The bureau ensures compliance with applicable sections of the Police Services Act (PSA) and develops various programs to foster mutual respect and trust between the community and the OPP. These programs include: Public Appreciation; Incentives; Commendations and **Awards**; Public, Internal and Workplace Discrimination and Harassment Policy (WDHP) Complaints; Civil Litigation; Secondary Employment Activities; Legal Indemnification; Disciplinary procedures; and Ministry Administrative Investigation Service.

Services offered to the Public:*Public Complaints against Police Officers***PROGRAM SUPPORT**


Lincoln M Alexander Bldg
 3rd Flr, 777 Memorial Ave
 Orillia L3V 7V3
 General Inquiry (705)329-6120
 Fax (705)329-6123
 8:15 - 4:30 

The Field and Traffic Safety Bureau, Program Support provides leadership in traffic, marine, and motorized snow vehicle management through timely analysis, identification of trends, research and effective environmental scanning. Through the development of partnerships with enforcement, government, private sector and concerned agencies, and through the advancement of effective planning processes, contemporary and future issues are identified and resolutions proposed.


REGIONAL HEADQUARTERS

Ontario Provincial **Police** field operations are undertaken through regional/district offices and detachments.


**OPP CENTRAL REGION
 HEADQUARTERS**

Lincoln M Alexander Bldg
 3rd Flr, 777 Memorial Ave
 Orillia L3V 7V3
 General Inquiry (705)329-7400
 Toll Free 1-888-310-1122
 Toll Free 1-800-461-4455
 TTY Toll Free 1-800-461-4459
 Fax (705)329-7407
 8:00 - 4:30 


**CENTRAL REGION OPERATIONS
 CENTRE**

Lincoln M Alexander Bldg
 4th Flr, 777 Memorial Ave
 Orillia L3V 7V3
 General Inquiry (705)329-7300
 Toll Free 1-888-310-1122
 Fax (705)329-7397
 8:00 - 5:00 


BARRIE DETACHMENT

20 Rose St
 Barrie L4M 2T2
 General Inquiry (705)726-6484
 (705)726-7349 (South Springwater
 Community Policing)
 (705)487-2162 (Oro-Medonte Community
 Policing)
 Toll Free 1-800-222-8477 (Crime Stoppers)
 Fax (705)726-6487 (Central Region)
 8:00 - 9:00 

BRACEBRIDGE DETACHMENT

690 Cedar Lane
 Bracebridge P1L 1W9
 General Inquiry (705)645-2211
 (705)687-6681 (Gravenhurst)
 (705)645-5765 (Bracebridge Community
 Policing)
 (705)687-5023 (Gravenhurst Community
 Policing)
 (705)726-3304 (Bala)
 Fax (705)645-3350
 8:00 - 9:00 

DUFFERIN DETACHMENT

Hwy 10 Hwy 24 & Hwy 89
 PO Box 519
 Shelburne L0N 1S4
 General Inquiry (519)925-3838
 (519)941-2982 (Mono Township Community
 Policing)
 (519)928-2019 (East Luther/Grand Valley
 Community Policing)
 (519)466-2922 (Melancthon/Mulmur
 Township Community Policing)
 Fax (519)925-6462
 8:00 - 9:00 

HUNTSVILLE DETACHMENT

298 Ravenscliff Rd

Huntsville P1H 1L6

General Inquiry (705)789-5551


(705)385-1673 (Port Sydney Community Policing)

(705)767-2325 (Baysville Community Policing)

(705)789-2677 (Huntsville Community Policing)

(705)635-2212 (Dwight Community Policing)

Fax (705)789-7666

8:00 - 9:00 **HURONIA WEST DETACHMENT**

1000 River Rd W

PO Box 140

Wasaga Beach L0L 2P0

General Inquiry (705)429-3575

(705)792-0306 (Springwater Community Policing)


(705)428-3889 (Clearview Community Policing)

(705)429-7869 (Wasaga Beach Community Policing)

(705)322-1244 (Elmvale & N Springwater Community Policing)

Toll Free 1-800-222-8477 (Crime Stoppers)

Fax (705)429-3616

8:00 - 9:00 **MIDLAND DETACHMENT**

9278-County Rd 93

PO Box 250

Midland L4R 4K8

General Inquiry (705)526-3761

(705)534-7710 (Tay Township Community Policing)


(705)361-1896 (Tiny Township Community Policing)

(705)247-2040 (Beausoleil First Nations Community Policing)

(705)549-8922 (Penetanguishene)

(705)538-1920 (Georgian Bay Township Community Policing)

Fax (705)526-6700

8:00 - 5:00 **NORTHUMBERLAND DETACHMENT**

1165 Division St

PO Box 8

Cobourg K9A 4K2

General Inquiry (905)372-5421

(613)475-9424 (Brighton/Brighton Twp Community Policing)

(705)653-3154 (Campbellford/Seymour Community Policing)

(905)342-2249 (Hamilton Twp Community Policing)

(705)696-2323 (Hastings Community Policing)

(905)355-2325 (Colborne & Cramahe Township Community Policing)

(905)352-3889 (Alnwick/Alderville Community Policing)


(905)342-2249 (Hamilton Township Community Policing)

(905)349-1100 (Haldimand Twp Community Policing)

(905)753-2230 (Hope Twp Community Policing)

(705)924-2931 (Warkworth/Percy Twp Community Policing)

Fax (905)372-1301

8:00 - 6:00 **BRIGHTON**


70 Yonge St

PO Box 117

Brighton K0K 1H0

General Inquiry (613)475-1313

Fax (613)475-1331

8:00 - 6:00 **CAMPBELLFORD OFFICE**


20 Industrial Dr

PO Box 790

Campbellford K0L 1L0

General Inquiry (705)653-3300

Fax (705)653-5171

8:00 - 6:00 **COBOURG OFFICE**


1165 Division St

PO Box 8

Cobourg K9A 4K2

General Inquiry (905)372-5421

Fax (905)372-1301

8:00 - 6:00 

NOTTAWASAGA DETACHMENT

29 Main St W

PO Box 220

Beeton L0G 1A0

General Inquiry (905)435-4490

(705)435-4004 (Alliston Community Policing)

(905)936-2777 (C.O.P.S. Community Policing)

(705)424-0170 (Angus Community Policing)

Toll Free 1-800-222-8477 (Crime Stoppers)

Fax (905)729-4007

8:00 - 9:00 ♿

OPERATIONS CENTRE

Lincoln M Alexander Bldg

4th Flr, 777 Memorial Ave

Orillia L3V 7V3

General Inquiry (705)329-7300

8:00 - 5:00 ♿

ORILLIA DETACHMENT

66 Peter St S

Orillia L3V 5B1

General Inquiry (705)326-3536

(705)484-1578 (Ramara Community Policing)

(705)689-1434 (West Shore Community Policing)

(705)686-7131 (Coldwater Community Policing)

Fax (705)326-4126

8:00 - 9:00 ♿

**PETERBOROUGH COUNTY
DETACHMENT**

453 Lansdowne St E

PO Box 477

Peterborough K9J 6Z6

General Inquiry (705)742-0401

(705)656-4431 (Apsley)

(705)745-9000 (Crime Stoppers)

(705)932-0401 (Millbrook/Cavan Township Community Policing)

(705)657-8718 (Harvey Township Community Policing)

(705)292-8748 (Smith/Ennismore Township Community Policing)

(705)639-2265 (Norwood/Asphodel Township Community Policing)

(705)778-2787 (Havelock Community Policing)

Fax (705)742-9247

8:00 - 9:00 ♿

COLLINGWOOD DETACHMENT

201 Ontario St

PO Box 296

Collingwood L9Y 3Z5

General Inquiry (705)445-4321

Fax (705)445-7024 ♿

**HALIBURTON HIGHLANDS
DETACHMENT**

Hwy 35 & Prince St

PO Box 58

Minden K0M 2K0

General Inquiry (705)286-1431

(705)488-2088 (Kinmount Community Policing)

(705)286-6562 (Minden Community Policing)

(705)766-9108 (Dorset Community Policing)

(705)457-1460 (Haliburton Community Policing)

(705)447-2951 (Gooderham Community Policing)

(705)448-3763 (Wilberforce Community Policing)

Fax (705)286-4532 ♿

MNJIKANING FIRST NATIONS

5984 Rama Rd

PO Box 206

Rama L0K 1T0

General Inquiry (705)325-7773

Fax (705)325-4522 ♿

**THE CITY OF KAWARTHA LAKES
DETACHMENT**

21 Angeline St N

Lindsay K9V 5B7

General Inquiry (705)324-6741

Fax (705)324-8479 ♿

OPP EASTERN REGION**HEADQUARTERS**

3312 County Rd 43 E

PO Box 2020

Smiths Falls K7A 5K8

General Inquiry (613)284-4500

(613)828-9171 (Kanata Telecommunications)

(613)267-6780 (Perth Telecommunications)

(613)968-5547 (Belleville

Telecommunications)

Toll Free 1-888-310-1122 (OPP 24-Hour Service)

TTY Toll Free 1-888-310-1133 (OPP 24 Hour Service)

Fax (613)284-4597

Fax (613)828-9980 (Kanata


Telecommunications)

Fax (613)267-3524 (Perth

Telecommunications)

Fax (613)968-6391 (Belleville

Telecommunications)

8:15 - 4:30 **DETACHMENTS****ARNPRIOR MUNICIPAL DETACHMENT**


44 John St N

PO Box 337

Arnprior K7S 3H6

General Inquiry (613)623-3131

Fax (613)623-2323

8:00 - 4:00 **BANCROFT DETACHMENT**


64 Monck St

PO Box 640

Bancroft K0L 1C0

General Inquiry (613)332-2112

Fax (613)332-5618

8:15 - 4:30 **CENTRAL HASTINGS DETACHMENT**

105953 Hwy 7


PO Box 490

Madoc K0K 2K0

General Inquiry (613)473-4234

(613)969-8477 (Crime Stoppers)

Fax (613)473-5029

8:00 - 4:30 **FRONTENAC DETACHMENT**

5282 Hinchinbrooke Rd

PO Box 141


Hartington K0H 1W0

General Inquiry (613)372-1932

(613)634-8477 (Crime Stoppers, Kingston)

Fax (613)372-1938

Fax (613)634-2294 (Crime Stoppers)

8:00 - 4:30 **GRENVILLE COUNTY DETACHMENT**


1040 Edward St N

PO Box 399

Prescott K0E 1T0

General Inquiry (613)925-4221

Fax (613)925-1115


8:00 - 4:30 **HAWKESBURY DETACHMENT**

419 Cartier Blvd

Hawkesbury K6A 1V9

General Inquiry (613)632-2729

Fax (613)632-8621

7:00 - 11:00 **KILLALOE DETACHMENT**


15368 Hwy 60

RR 2

Killaloe K0J 2A0

General Inquiry (613)757-2600

Fax (613)757-2173

8:30 - 4:30 **LANARK COUNTY DETACHMENT**


75 Dufferin St

PO Box 160

Perth K7H 3E3

General Inquiry (613)267-2626

Fax (613)267-7489

8:00 - 4:30 **LEEDS COUNTY DETACHMENT**


4109 County Rd 29

RR 4, PO Box 636

Brockville K6V 5V8

General Inquiry (613)345-1790

Fax (613)345-3202


8:00 - 4:30 **NAPANEE DETACHMENT**

470 Centre St


Napanee K7R 1P8

General Inquiry (613)354-3369


Fax (613)354-9183

8:00 - 6:00 


**OTTAWA PROVINCIAL TRAFFIC
DETACHMENT**

937 Teron Rd
PO Box 13490
Kanata K2K 1X6
General Inquiry (613)828-9171
Fax (613)592-2982
7:30 - 4:30 


PRINCE EDWARD DETACHMENT

13239 Loyalist Pky Hwy 33 W
PO Box 1490
Pictou K0K 2T0
General Inquiry (613)476-2151
Fax (613)476-5016
8:00 - 5:00 


RENFREW DETACHMENT

127 Raglan St S
Renfrew K7V 1P8
General Inquiry (613)432-3211
Fax (613)432-7810
8:00 - 4:30 


RUSSELL COUNTY DETACHMENT

411 New York Central Ave
Embrun K0A 1M0
General Inquiry (613)443-4499
Fax (613)443-5051
8:00 - 4:00 


**STORMONT, DUNDAS AND
GLENGARRY DETACHMENT**

1 Mille Roches Rd
PO Box 430
Long Sault K0C 1P0
General Inquiry (613)534-2223
Fax (613)534-2486
8:15 - 4:30 


**UPPER OTTAWA VALLEY
DETACHMENT**

1913 Petawawa Blvd
PO Box 185
Pembroke K8A 7H5
General Inquiry (613)735-0188
Fax (613)735-7427
8:00 - 5:00 


PENITENTIARY SQUAD

440 King St W
PO Box 1174
Kingston K7L 4Y8
General Inquiry (613)530-3183
Fax (613)530-3191
8:00 - 4:00 


**OPP GREATER TORONTO REGIONAL
HEADQUARTERS**

100 Bloomington Rd W
Aurora L4G 7N5
General Inquiry (905)841-5777
Fax (905)841-7888
8:15 - 4:30 


AURORA DETACHMENT

100 Bloomington Rd W
Aurora L4G 7N5
General Inquiry (905)841-5777
Fax (905)841-6794
8:15 - 4:30 


BURLINGTON DETACHMENT

1160 North Shore Blvd E
PO Box 5021 Stn A
Burlington L7R 3Y8
General Inquiry (905)681-2511
Fax (905)681-2893
8:00 - 4:30 


CALEDON DETACHMENT

6211 Old Church Rd
Caledon East L0N 1E0
General Inquiry (905)584-2241
(905)857-3304 (Bolton Community Policing)
(519)927-3041 (Caledon Village Community Policing)
Fax (905)584-2188
8:00 - 4:30 


CAMBRIDGE DETACHMENT

500 Beaverdale Rd
PO Box 21060
Cambridge N3C 4B1
General Inquiry (519)654-0150
Fax (519)654-9650
8:00 - 4:30 

NIAGARA DETACHMENT

5345 Stanley Ave
PO Box 358
Niagara Falls L2E 6T8
General Inquiry (905)356-1311
Fax (905)356-2636
8:00 - 4:30 

PORT CREDIT DETACHMENT

49 South Service Rd
Mississauga L5G 2R8
General Inquiry (905)278-6131
Fax (905)278-5486
8:00 - 4:30 


TORONTO DETACHMENT

2682 Keele St

Toronto M3M 3G5

General Inquiry (416)235-4981

Fax (416)235-1697


8:00 - 4:30 **WHITBY DETACHMENT**

1302 Henry St

PO Box 57

Whitby L1N 5R7

General Inquiry (905)668-3388

Fax (905)668-3651 **OPP NORTH EAST REGION****HEADQUARTERS**

875 Gormanville Rd

PO Box 140

North Bay P1B 8G8


General Inquiry (705)475-2600

General Inquiry (705)475-3300

Toll Free 1-888-310-1122 (24 Hrs - North Bay)

TTY Toll Free 1-888-310-1133 (24 Hrs - North Bay)

Fax (705)475-2697

8:15 - 4:30 **DETACHMENTS****ALMAGUIN HIGHLANDS DETACHMENT**


Hwy 520

PO Box 514

Burk's Falls P0A 1C0

General Inquiry (705)382-2015

Fax (705)382-2495

8:15 - 4:30 **COCHRANE DETACHMENT**


64 Third Ave

PO Box 120

Cochrane P0L 1C0

General Inquiry (705)272-4391

Fax (705)272-4380

8:15 - 4:30 **EAST ALGOMA DETACHMENT**


Causley St

PO Box 400

Blind River P0R 1B0

General Inquiry (705)356-2244

Fax (705)356-1374


8:15 - 4:30 **HEARST DETACHMENT**

1019 Front St

Hearst P0L 1N0

General Inquiry (705)362-4245

Fax (705)362-4130

8:00 - 4:00 **KAPUSKASING DETACHMENT**


356 Government Rd

PO Box 277

Kapuskasing P5N 2Y4

General Inquiry (705)335-2238

Fax (705)335-2004

8:00 - 4:00 **KIRKLAND LAKE DETACHMENT**


26 Duncan Ave N

PO Box 234

Kirkland Lake P2N 3H7

General Inquiry (705)567-5355

Fax (705)567-9614

8:00 - 4:00 **MANITOULIN DETACHMENT**


15504 Hwy 6

PO Box 39

Manitowaning P0P 1N0

General Inquiry (705)859-3155

Fax (705)859-3160

8:15 - 4:30 **NOELVILLE ADMINISTRATION CENTRE**


Hwy 64 S

PO Box 96

Noelville P0M 2N0

General Inquiry (705)898-2211

Fax (705)898-2143

8:15 - 4:30 **KILLARNEY SATELLITE OFFICE**

55 Charles St

Killarney P0M 2A0

General Inquiry (705)287-2881

Fax (705)287-2690

WARREN SATELLITE OFFICE

Rutledge St

Warren P0H 2N0

General Inquiry (705)967-2913

Fax (705)967-2747

NORTH BAY DETACHMENT


867 Gormanville Rd

PO Box 21012


North Bay P1B 9N8

General Inquiry (705)495-3878


Fax (705)495-3879

8:00 - 4:00 


SAULT STE MARIE DETACHMENT

742 Great Northern Rd
Sault Ste Marie P6A 5K7
 General Inquiry (705)945-6833
 Fax (705)945-6797
 8:15 - 4:30 


SOUTH PORCUPINE DETACHMENT

Hwy 101 & Legion Dr
 PO Box 700
South Porcupine P0N 1H0
 General Inquiry (705)235-3345
 Fax (705)235-4522
 8:15 - 5:00 


SUDBURY DETACHMENT

McFarlane Lake Complex
 Suite 1, 3767 Hwy 69 S
Sudbury P3G 1E3
 General Inquiry (705)564-6900
 Fax (705)564-3115
 8:00 - 4:00 


TEMISKAMING DETACHMENT

300 Armstrong St N
 PO Box 6000
New Liskeard P0J 1P0
 General Inquiry (705)647-8400
 Fax (705)647-9266
 8:00 - 4:30 


WAWA DETACHMENT

34 Pinewood Dr, Hwy 17S
 PO Box 19
Wawa P0S 1K0
 General Inquiry (705)856-2233
 Fax (705)856-7572
 8:00 - 5:00 


WEST PARRY SOUND DETACHMENT

7 Bay St
Parry Sound P2A 1S4
 General Inquiry (705)746-4225
 Fax (705)746-9731
 8:00 - 4:00 


**OPP NORTH WEST REGION
HEADQUARTERS**

2nd Flr, 615 South James St
Thunder Bay P7E 6P6
 General Inquiry (807)473-2700
 Fax (807)473-2796 (Administration)
 8:00 - 4:00 


ARMSTRONG DETACHMENT

King St
 PO Box 10
Armstrong P0T 1A0
 General Inquiry (807)583-2394
 Fax (807)583-2285
 8:30 - 5:00 


DRYDEN DETACHMENT

389 Government Rd
Dryden P8N 2P4
 General Inquiry (807)223-2221
 Fax (807)223-4002 


IGNACE SATELLITE OFFICE

Hwy 17
 PO Box 158
Ignace P0T 1T0
 General Inquiry (807)934-2265
 (807)223-2221 (Dryden)
 Fax (807)934-6053 (Via Dryden) 


FORT FRANCES DETACHMENT

320 Portage Ave
Fort Frances P9A 3P6
 General Inquiry (807)274-3322
 Fax (807)274-7541 

ATIKOKAN SATELLITE OFFICE

130 Hwy 622
 PO Box 698
Atikokan P0T 1C0
 General Inquiry (807)597-2120
 (807)274-3322 (Via Fort Frances Detachment)
 Fax (807)274-7541 (Via Fort Frances Detachment)
 Fax (807)597-2255
 8:00 - 4:00 

EMO SATELLITE OFFICE

320 Portage Ave
Fort Frances P9A 3P6
 PO Box 698
Fort Frances P9A 3N1
 General Inquiry (807)482-2071
 (807)274-3322 (Via Fort Frances Detachment)
 Fax (807)482-2074
 Fax (807)274-7541 (Via Fort Frances Detachment) 

RAINY RIVER SATELLITE OFFICE

622 Atwood Ave
Rainy River P9A 3P6
 320 Portage Ave
 PO Box 698
Fort Frances P9A 3N1
 General Inquiry (807)852-3271
 Fax (807)852-3517

GREENSTONE DETACHMENT

901 Main St
 PO Box 339
Geraldton P0T 1M0
 General Inquiry (807)854-1333
 Fax (807)274-3322 (via Fort Frances)
 Fax (807)854-1353 ☎

LOONGLAC SATELLITE OFFICE

Hwy 11
Longlac P0T 2A0
 PO Box 339
Geraldton P0T 1M0
 General Inquiry (807)876-2248
 (807)854-1333 (Via Geraldton Detachment)
 Fax (807)876-2950
 Fax (807)854-1353 (Via Geraldton Detachment) ☎

KENORA DETACHMENT

350 Hwy 17A
 PO Box 1010
Kenora P9N 3X7
 General Inquiry (807)548-5534
 Fax (807)548-8381 ☎

GRASSY NARROWS SATELLITE OFFICE

PO Box 1010
Kenora P9N 3X7
 General Inquiry (807)925-2221
 (807)548-5534 (Via Kenora Detachment)
 Fax (807)548-8381 (Via Kenora Detachment)
 Fax (807)925-2479 ☎

MINAKI SATELLITE OFFICE

PO Box 1010
Kenora P9N 3X7
 General Inquiry (807)224-3341
 (807)548-5534 (Via Kenora Detachment)
 Fax (807)224-2331
 Fax (807)548-8381 (Via Kenora Detachment) ☎

SIOUX NARROWS NESTOR FALLS SATELLITE OFFICE

Hwy 71
 PO Box 1010
Kenora P9N 3X7
 General Inquiry (807)226-5211
 (807)548-5534 (Via Kenora Detachment)
 Fax (807)548-8381 (Via Kenora Detachment)
 Fax (807)226-5351 ☎

MARATHON DETACHMENT

6 Hemlo Dr
 PO Box 490
Marathon P0T 2E0
 General Inquiry (807)229-0220
 Fax (807)229-1852
 8:00 - 4:30 ☎

MANITOUWADGE SATELLITE OFFICE

Manitou Rd
 PO Box 490
Manitouwadge P0T 2C0
 General Inquiry (807)826-4641
 (807)229-0220 (Via Marathon Detachment)
 Fax (807)826-3243
 Fax (807)229-1852 (Via Marathon Detachment) ☎

NIPIGON DETACHMENT

11/17 Hwy
 RR 1, PO Box 187
Nipigon P0T 2J0
 General Inquiry (807)887-2637
 Fax (807)887-2399
 8:15 - 4:30 ☎

SCHREIBER SATELLITE OFFICE

23 Kingsway Rd
 PO Box 187
Schreiber P0T 2S0
 General Inquiry (807)824-2333
 Fax (807)824-3469
 Fax (807)887-2637 (Via Nipigon) ☎

PICKLE LAKE DETACHMENT

Anne St
 PO Box 70
Pickle Lake P0V 3A0
 General Inquiry (807)928-2211
 Fax (807)928-2268 ☎

RED LAKE DETACHMENT

115 Howey St

PO Box 342

Red Lake P0V 2M0

General Inquiry (807)727-2418

Fax (807)727-2578

8:00 - 5:00 ☎

EAR FALLS SATELLITE OFFICE

Hwy 105

PO Box 342

Ear Falls P0V 2M0

General Inquiry (807)222-3112

Fax (807)222-3658

8:00 - 4:00 ☎

SIOUX LOOKOUT DETACHMENT

18 1/2 Fourth Ave N

PO Box 128

Sioux Lookout P8T 1A1

General Inquiry (807)737-2020

Fax (807)737-1785

8:30 - 4:30

THUNDER BAY DETACHMENT

2787 Hwy 1117

RR 2

Thunder Bay P7C 4V1

General Inquiry (807)939-2133

Fax (807)939-2144

8:15 - 4:30 ☎

SHABAQUA SATELLITE OFFICE

Hwy 117

RR 2

Shabakwa P0T 1X0

General Inquiry (807)933-4462

Fax (807)933-4433

8:15 - 4:30 ☎

UPSALA SATELLITE OFFICE

Hwy 17

Upsala P0T 2Y0

General Inquiry (807)986-2211

Fax (807)986-1331

8:30 - 5:00 ☎

OPP WESTERN REGION**HEADQUARTERS**

6355 Westminster Dr

PO Box 57 Lambeth Stn

London N6P 1T2

(519)652-4100 (Reception)

Toll Free 1-888-310-1122 (24 Hrs)

TTY Toll Free 1-888-310-1133 (24 Hrs)

Fax (519)652-4164

Fax (519)652-4165 (Chief Superintendent/
Superintendents)

8:15 - 4:30 ☎

DETACHMENTS**BRANT COUNTY DETACHMENT**

28 Mechanic St

Paris N3L 1K2

General Inquiry (519)442-2241

Fax (519)442-6808

8:15 - 4:30 ☎

BRUCE PENINSULA DETACHMENT

Hwy 6

PO Box 460

Warton N0H 2T0

General Inquiry (519)534-1323

Fax (519)534-1334

8:15 - 4:30 ☎

CHATHAM/KENT DETACHMENT

535 Park Ave E

RR 4

Chatham N7M 5J4

General Inquiry (519)352-1122

Fax (519)352-3886

8:00 - 4:00 ☎

ELGIN DETACHMENT

County Rd 45 at Hwy 4

RR 5, PO Box 22045

St Thomas N5R 6A1

General Inquiry (519)631-2920

Fax (519)631-2923

8:00 - 4:30 ☎

ESSEX DETACHMENT

Hwy 401 Interchange 21

PO Box 910

Essex N8M 2Y2

General Inquiry (519)723-2491

Fax (519)723-2497

8:00 - 4:00 ☎

GREY DETACHMENT (FORMERLY

OWEN SOUND)


655 9th Ave E

PO Box 486

Owen Sound N4K 5P7

General Inquiry (519)376-3433

Fax (519)376-7827

8:15 - 4:30 

HALDIMAND NORFOLK DETACHMENT

548 Queensway W


PO Box 738

Simcoe N3Y 2V5

General Inquiry (519)426-3434

(519)426-2294 (Administration)

Fax (519)426-5023 (Constables)

8:00 - 4:30 

HURON DETACHMENT (FORMERLY


GODERICH)

RR 2 & Hwy 21, PO Box 6

Goderich N7A 3Y5

General Inquiry (519)524-8314

Fax (519)524-4434

8:00 - 4:30 

LAMBTON DETACHMENT (FORMERLY

PETROLIA)


4218 Oil Heritage Rd Hwy 21

PO Box 400

Petrolia N0N 1R0

General Inquiry (519)882-1011

Fax (519)882-1014

8:00 - 4:00 

MIDDLESEX DETACHMENT

(FORMERLY STRATHROY)


Hwy 81

PO Box 69

Strathroy N7G 3J1

General Inquiry (519)245-2323

Fax (519)245-1410

8:00 - 4:00 

OXFORD DETACHMENT (FORMERLY

WOODSTOCK)


Hwy 2 at Hwy 401 & Exit 31

RR 5, PO Box 38

Woodstock N4S 7W5

General Inquiry (519)539-9811

Fax (519)539-9815

8:00 - 4:00 

PERTH COUNTY DETACHMENT


380 Huron Rd

PO Box 38

Sebringville N0K 1X0

General Inquiry (519)393-6123

Fax (519)393-6125

8:15 - 4:30 

SOUTH BRUCE DETACHMENT


Hwy 21 N

PO Box 40

Kincardine N2Z 2Y6

General Inquiry (519)396-3341

Fax (519)396-4526

8:30 - 4:30 

WELLINGTON

DETACHMENT (FORMERLY MOUNT


FOREST)

321 St Andrews St W

Fergus N1M 1P1

General Inquiry (519)843-5490

Fax (519)843-4240

8:15 - 4:30 

CORPORATE COMMUNICATIONS BUREAU


Lincoln M Alexander Bldg

3rd Flr, 777 Memorial Ave

Orillia L3V 7V3


General Inquiry (705)329-6397 (329-NEWS)

Fax (705)329-6244

8:15 - 4:30 


Corporate Communications Bureau provides communications leadership and advice, products and services encompassing all aspects of corporate internal and external communications. The Bureau is responsible for media relations, issues management, strategic communications, events management public relations groups, the museum, annual report, charitable campaigns, audio-visual services, and coordinating the Web sites.

OPP MUSEUM

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6889
8:30 - 4:30 


The Ontario Provincial **Police Museum** collects (for the purposes of preservation, research, interpretation and exhibition) the material culture that contributes to a greater understanding of policing in Ontario, both past and present. It specializes in the unique history of the Ontario Provincial Police Force from its creation in 1909 through to today. The Museum is located in OPP General Headquarters and is open Monday to Friday. Admission is free.

OPP ERIC SILK LIBRARY

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6885
Fax (705)329-6887
8:15 - 4:30 


The OPP Eric Silk **Library** provides resource material and information services that support projects, programs and organizational goals of the OPP. The Library has an excellent general collection on policing, as well as materials on community policing, specialized **police** functions, **criminal** justice, training and management. Statute law and case law form a large part of the collection and the Library subscribes to a number of justice-related professional serials to ensure that employees are kept up-to-date in the field. The Library also provides access to electronic information sources through on-line search services, CD-ROM and the Internet.

INVESTIGATION BUREAU

Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
Fax (705)329-6318
8:15 - 4:30 


It is the responsibility of Investigation Bureau to provide leadership and direction in investigative excellence, crime prevention and detection, and public education. This is accomplished through the application of reactive and proactive policing services in partnership with OPP Regions and Bureaus, municipal police services, community organizations, other government ministries and agencies to maintain a concerted effort in keeping the communities of Ontario safe.

INVESTIGATION SUPPORT BUREAU

Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
Fax (705)329-6318
8:15 - 4:30 


The Investigation Support Bureau is responsible for the delivery of a variety of highly technical operational policing functions in support of the OPP and external police agencies throughout Ontario. This bureau provides support services that aid most criminal investigations by supplying corroborating evidence.

CRIMINAL PROFILING UNIT

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
8:15 - 4:30 


The Criminal Profiling Unit, part of the Behavioural Sciences Section, provides investigative behaviour analysis and unknown offender profiles. Part of their function is equivocal death analysis as well as investigative suggests, assistance with search warrant presentation and criminal trial suggestions.

FORENSIC PSYCHIATRY

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
8:15 - 4:30 


Forensic Psychiatry is part of Behavioural Sciences Section. It assists all Behavioural Sciences units on mental health issues surrounding criminal profile analysis. It is also used as a consultant in hostage situations and/or negotiations.

GEOGRAPHIC PROFILING UNIT

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
8:15 - 4:30 


Geographic Profiling Unit is part of Behavioural Sciences Section. It provides investigative tactics for connected series of offences and/or related crimes with the intent of zeroing in on primary areas (sources) of criminal activity.

POLYGRAPH SERVICES UNIT

Lincoln M Alexander Bldg OPP GHQ
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6580
8:15 - 4:30 

Polygraph Services Unit is part of Behavioural Sciences Section. It provides polygraph testing services and expertise in interview, interrogation and statement analysis to Ontario police services.


SEX OFFENDER REGISTRY UNIT

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
8:15 - 4:30 

The Sex Offender Registry (SOR) enforces Christopher’s Law (Sex Offender Registry), 2000. The legislation came into effect April 23, 2001. Mandatory registration applies to those individuals convicted of a criteria sex offence in Canada and are serving a sentence on the day the legislation was proclaimed, or convicted of a criteria sex offence on or after the day the legislation came into


force. Other individuals obligated by law to register are those who have been found not criminally responsible on account of a mental disorder and given an absolute or conditional discharge, on or after the day the legislation came into effect.

THREAT ASSESSMENT UNIT

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
8:15 - 4:30 


The Threat Assessment Unit is part of the Behavioural Sciences Section. This unit provides investigative support to criminal justice agencies involving threatening activities from groups or individuals. The process entails the analysis of certain indicators to assess and/or predict the likelihood of violent acts and includes stealing and other criminal harassment.

FORENSIC IDENTIFICATION AND PHOTOGRAPHIC SERVICES SECTION

Lincoln M Alexander Bldg OPP GHQ
Bsmt, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
Fax (705)329-6365
8:15 - 4:30 


Forensic Identification is responsible for a range of identification disciplines which includes fingerprint and footwear detection as well as physical matches for tool marks and tire impressions. The Photographic Lab provides a full range of photofinishing services in support of Criminal Investigations and public relations. Forensic Identification Program Management coordinates the administrative policy and procedures of the field Technical Identification Services Units.

INTELLIGENCE BUREAU

Lincoln M Alexander Bldg OPP GHQ
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
Fax (705)329-6584
8:15 - 4:30 

The Intelligence Bureau anticipates, prevents and monitors criminal activities with respect to an identifiable person or groups of persons involved in organized or sophisticated and professional crime by investigating source information and collecting, analyzing and disseminating intelligence data derived there from.

SECURITY SECTION

Lincoln M Alexander Bldg OPP GHQ
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (905)671-6940
8:15 - 4:30 

The Security Section is responsible for the provision of personal security for senior government officials including the Premier and Lieutenant Governor, and visiting dignitaries. Advice is provided to the government in relation to all aspects of property and physical security. Members of the section provide specialized training to ensure a high standard of service delivery. Additionally, background checks are conducted on request on government employees. The Section


also investigates incidents and letters of a threatening and embarrassing nature that are directed at the provincial government.

POLICING SERVICES DIVISION

George Drew Bldg
12th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3000
Fax (416)314-4037
8:30 - 4:30

The Policing Services Division is responsible for promoting policing excellence through training, the development of professional standards and new programs, and the provision of an advisory and liaison service to the police community. The adequacy of these programs and the quality of police services in Ontario is monitored by conducting audits and inspections.

BUSINESS AND FINANCIAL PLANNING UNIT

George Drew Bldg
12th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3000
Fax (416)314-3092
8:30 - 4:30 

The Business and Financial Planning Unit is accountable for planning and coordinating effective financial planning and analysis, and providing advice to support the Division's strategic, operational and resource planning, expenditure reduction and program evaluation processes.

CRIMINAL INTELLIGENCE SERVICE ONTARIO (CISO)

9th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3050
Fax (416)314-3043
8:30 - 4:30

Criminal Intelligence Service Ontario (CISO), a cooperative between the government and municipal/provincial/federal **police** agencies, is mandated to investigate and control organized **crime** in Ontario. It is part of a national network to collect, analyze and disseminate intelligence on organized criminals, their associations, their organizations and their current trends and future endeavours.

ONTARIO POLICE COLLEGE

10716 Hacienda Rd
PO Box 1190
Aylmer West N5H 2T2
General Inquiry (519)773-5361
Fax (519)773-5762 (Administration)
Fax (519)773-8225 (Training Office)
Fax (519)765-1519 (Registration)
8:30 - 4:30

The Ontario **Police** College is designed to provide a complete **training** program for Ontario police services, from recruitment through supervisory and management levels. Specialized training courses are offered in all situations where a need is demonstrated. In addition, the college develops programs to coordinate and complement in-service training undertaken at the individual service


level. Distribution of annual publications (e.g. Calendar of Courses) is restricted to those police services, agencies, ministries, etc. interested in the training of law enforcement and related enforcement personnel. The Ontario Police College maintains a **museum** displaying police exhibits for public viewing.

PRIVATE INVESTIGATORS AND SECURITY GUARDS BRANCH

MacLean Hunter Bldg
15th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-0050
Fax (416)326-0034


Private Investigators and Security Guards Branch governs and licences individuals and agencies under the Private Investigators and Security Guards in Ontario.

PUBLIC SAFETY DIVISION

George Drew Bldg
13th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3382
Fax (416)314-3388
8:30 - 4:30 


The fundamental concern of the Ministry's Public **Safety** Division relates to the methods of minimizing or eliminating hazards to persons or property, and includes emergency management, scientific investigations, coordination of fire safety services and the coroner's system.

CENTRE OF FORENSIC SCIENCES

George Drew Bldg
2nd Flr, 25 Grosvenor St
Toronto M7A 2G8
General Inquiry (416)314-3200
Fax (416)314-3225
8:30 - 4:30 


The Centre of **Forensic Sciences** prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials. The centre also supervises Ontario's breath **testing** program, and trains operators. A **library** offers educational materials for persons and agencies using forensic science services.

EMERGENCY MANAGEMENT ONTARIO

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 5:00 

Emergency Management Ontario (EMO) is responsible for the development and implementation of emergency management programs throughout Ontario. Emergency management consists of four core components: mitigation/prevention, preparedness, response and recovery. EMO is organized into six major program areas: Program Coordination and **Standards**, Community Programs, Plans, Support Programs, Response and Exercises, and Training and Education.

COMMUNITY PROGRAMS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 5:00 

Community Programs includes the provision of advice and assistance to **municipalities** and **First Nations** for the development of community **emergency** management programs, the promotion of joint community/industry emergency management programs for hazardous facilities and the coordination of provincial support for the Ontario Critical Incident Stress Management Program. Community officers provide advice and assistance to communities during a major emergency under the direction of the Provincial Operations Centre.

CENTRAL AREA

GEORGIAN SECTOR
PO Box 134
Minden K0M 2K0
General Inquiry (705)286-6653
Fax (705)286-3258
8:00 - 4:00

SCUGOG SECTOR
PO Box 189
Millbrook L0A 1G0
General Inquiry (705)932-2200
Fax (705)932-2713
8:00 - 4:00

TORONTO SECTOR
128 Queen St S
PO Box 42256
Mississauga L5M 1K8
General Inquiry (905)812-7602
Fax (905)812-7603
8:00 - 4:00

NORTHEASTERN AREA

AGAWA SECTOR
Suite 251, 143A Great Northern Rd
Sault Ste. Marie P6B 4Y9
General Inquiry (705)949-3550
Fax (705)949-3570
8:00 - 4:00

VERMILLION SECTOR
PO Box 147
Parry Sound P2A 2X3
General Inquiry (705)389-3499
Fax (705)389-2763
8:00 - 4:00

NORTHWESTERN AREA

WOODS SECTOR
Suite 404, 307 Euclid Ave
Thunder Bay P7E 6G6
General Inquiry (807)622-4650
Fax (807)622-4684
8:00 - 4:00

SOUTHEASTERN AREA

OTTAWA SECTOR
PO Box 13005
Ottawa K2K 1X3
General Inquiry (613)828-6689
Fax (613)828-6690
8:00 - 4:00

ST LAWRENCE SECTOR
PO Box 130 Station Main
Kingston K7L 4V6
General Inquiry (613)545-0372
Fax (613)545-3614
8:00 - 4:00

TRENT SECTOR
PO Box 823 Station Main
Cobourg K9A 4S3
General Inquiry (905)377-1648
Fax (905)377-1513
8:00 - 4:00

SOUTHWESTERN AREA

GRAND SECTOR
230 Sandalwood Pky
PO Box 41562 HLRPO
Brampton L6Z 4R1
General Inquiry (905)495-8317
Fax (905)495-8319
8:00 - 4:00


SAUGEEN SECTOR

370 Stone Rd W
PO Box 25011
Guelph N1G 4T4
General Inquiry (519)836-0213
Fax (519)836-9435
8:00 - 4:00

THAMES SECTOR


Unit L
Suite 1-068, 80 Dundas St
London N6A 6A8
General Inquiry (519)679-7055
Fax (519)675-7691
8:00 - 4:00

PLANS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)212-3526
Fax (416)212-3498
8:30 - 4:30 


Plans unit includes the maintenance and development of the Provincial Nuclear **Emergency** Response Plan, the Provincial Emergency Response Plan, provincial mitigation and recovery plans and the provincial Critical Infrastructure Identification and Assurance Program.

PROGRAM COORDINATION AND STANDARDS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 5:00 

Program Coordination and Standards includes EMO, provincial and ministry program coordination, business planning, the provincial hazard and risk assessment and emergency management program standards, guidelines, and best practices.

RESPONSE AND EXERCISES

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 4:30 

Response and Exercises includes the coordination of provincial emergency response; the operation of the Provincial Operations Centre; the provision of liaison, advice and assistance to support community emergency response; the provision of scientific and technical advice; the development and coordination of the provincial exercise program; the implementation of the provincial Priority Access for Dialing Program; the provision of operational information technology systems and telecommunications support; the maintenance and development of the EMO business continuity plan; and the maintenance and development of provincial emergency response information arrangements and operating procedures.

SUPPORT PROGRAMS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 5:00

Support Programs includes support services, the Community **Emergency** Response Volunteer Ontario Program, liaison with other volunteer organizations, the provincial Search and **Rescue** (SAR) program, the federal Joint Emergency Preparedness Program (JEPP) and the New Initiatives SAR Fund (NIF).

TRAINING AND EDUCATION

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)212-3526
Fax (416)212-3498
8:00 - 5:00

Training and Education includes the development and delivery of emergency management training for provincial and community officials, the development and delivery of a provincial emergency management **public education** program, and advice and assistance to communities for the development and delivery of emergency management public education programs.


CENTRAL AREA
77 Wellesley St W
PO Box 222
Toronto N7A 1N3
General Inquiry (416)212-3471
Fax (416)212-3498
8:00 - 4:00

SOUTHEASTERN AREA
PO Box 1694
Cornwall K6H 5V7
General Inquiry (613)933-1363
Fax (613)933-5223
8:00 - 4:00

NORTHERN AREA
1776 Lasalle Blvd
PO Box 2631
Sudbury P3A 5J6
General Inquiry (705)693-9124
Fax (705)693-9850
8:00 - 4:00

SOUTHWESTERN AREA
Suite 20018, 416 St. Clair St
Chatham N7L 5K6
General Inquiry (519)355-1606
Fax (519)355-0374
8:00 - 4:00

OFFICE OF THE CHIEF CORONER

Coroners Bldg
2nd Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4000
Toll Free 1-877-991-9959
Fax (416)314-4030
8:00 - 5:00 

Coroners investigate sudden and unexpected **deaths**, inform the public about prevention of similar deaths, order **autopsies** for medicolegal reasons, conduct **inquests** and sign **certificates** for **cremation** and for shipment of **bodies** out of Ontario. The office administers the Coroners Act and the Anatomy Act, concerning donation of bodies for medical education. Adults may give consent by signing the **donor** section of driver licences or a donor card; orally, during last illness in the

presence of at least two witnesses; or in writing. The office inspects **schools** of anatomy in Ontario, and supplies them with donated or unclaimed bodies. The Office of the Chief Coroner also supervises the Forensic Pathology Unit.

FORENSIC PATHOLOGY UNIT

Coroners Bldg
2nd Flr Main Flr & Bsmt, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4040
Fax (416)314-4060
8:30 - 4:30 ♿

The Forensic Pathology Unit assists in determining the cause of death by conducting a forensic autopsy when warranted by a coroner. The Chief Forensic Pathologist is responsible for overseeing the province's Regional Centres of Excellence. He also supervises regional pathologists who perform medicolegal **autopsies** on a fee-for-service basis. The unit facilitates various **educational** programs including courses for regional pathologists, an internship program with the University of Toronto's School of Medicine and an in-house residency program for regional pathologists. The unit also actively participates in the organ donation program by informing families of the opportunity and contacting the appropriate agency as requested by the family.

TORONTO CORONERS DISPATCH OFFICE AND MORGUE

Coroners Bldg
Main Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4100
Fax (416)314-0888
24 hours ♿

TORONTO INQUEST COURTS

Main Flr, 15 Grosvenor St
Toronto M4Y 1A9
General Inquiry (416)314-4200
Fax (416)314-3935
8:00 - 4:00 ♿

REGIONAL SUPERVISING CORONERS

CENTRAL REGION

Suite 700, 24 Queen St E
Brampton L6V 1A3
General Inquiry (905)874-3972
Fax (905)874-3976
8:30 - 4:30

CENTRAL WEST REGION

1st Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)837-6330
Fax (519)837-6329
8:30 - 4:30 ♿

EASTERN REGION

Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5737
Fax (613)531-5738
8:45 - 4:45 ♿

NIAGARA REGION

8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)682-9209
Fax (905)684-0977
8:30 - 4:30 ♿

NORTHEAST REGION

2nd Flr, 453 Lansdowne St E
Peterborough K9J 6X9
RR 3, PO Box 10009
North Monaghan Postal Stn
Peterborough K9J 6X4
General Inquiry (705)745-9887
Fax (705)748-5055
9:00 - 5:00 ♿

NORTHWESTERN REGION

4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
General Inquiry (807)343-7663
Fax (807)343-7665
8:00 - 4:15 ♿


SOUTHWESTERN REGION

1st Flr Unit L Rm 1-068, 80 Dundas St

London N6A 6A8

General Inquiry (519)675-7689

Fax (519)675-7691

8:30 - 4:45 **TORONTO EAST REGION**


Coroners Bldg

2nd Flr, 26 Grenville St

Toronto M7A 2G9

General Inquiry (416)314-1013

Fax (416)314-4030

8:30 - 4:30 **TORONTO WEST REGION**


Coroners Bldg

2nd Flr, 26 Grenville St

Toronto M7A 2G9

General Inquiry (416)314-4105

Fax (416)314-4030

8:00 - 5:00 **OFFICE OF THE FIRE MARSHAL**


Place Nouveau Bldg

7th Flr, 5775 Yonge St

Toronto M2M 4J1

General Inquiry (416)325-3100

Fax (416)325-3126

www.gov.on.ca/ofm8:30 - 5:00 

The primary function of the Office of the **Fire** Marshal (OFM) is to minimize the loss of life and property from fire by assisting municipalities and fire departments to improve fire protection and fire prevention services. By administering the Fire Protection and Prevention Act, 1997, the OFM supports the functions of municipal fire departments through a variety of advisory, training and instructional programs. The OFM also advises the Ontario government on standards and legislative developments that relate to fire protection and fire prevention. The OFM distributes a variety of **publications** for use by the Ontario Fire Service, i.e. Ontario Fire Service Messenger and the Fire Marshal's Communique. The OFM administers an **awards** program for Ontario **firefighters** and presents annual fire **safety** awards to citizens, firefighters and organizations under the sponsorship of the Fire Marshal's Public Fire Safety Council.

ACADEMIC STANDARDS AND EVALUATION


Place Nouveau Bldg

7th Flr, 5775 Yonge St

Toronto M2M 4J1


General Inquiry (416)325-3100

Fax (416)325-3122

8:30 - 5:00 


Academic **Standards** and Evaluation is responsible for the development of training programs and evaluation systems to improve practices relating to fire protection services as legislated by the Fire Protection and Prevention Act, 1997. Development and administration of certification and accreditation programs for fire services and Office of the Fire Marshal (OFM) occupational roles are also within the mandate of this section. Another major activity of this section is to develop partnerships and alternative delivery mechanisms aimed to enhance fire service accessibility to standardized **educational**/training programs. This section directs the development of OFM occupational performance standards within government policy. Section staff provide process assistance and consultative services to further professional development and corporate training initiatives within the OFM, and ensure the quality and integrity of the programs.

CERTIFICATION AND ACCREDITATION UNIT

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3122
8:30 - 5:00 


The **Certification** and **Accreditation** Unit has responsibility for the provincial **fire** service Certification Program.

TESTING AND EVALUATION UNIT

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3122
8:30 - 5:00 


Testing and Evaluation Unit provides consultative services to the Office of the Fire Marshal programs in matters pertaining to assessment, testing and evaluation of learning activities. The unit develops and administers testing and evaluation systems for fire service educational/training programs and internal OFM performance systems.

DEPUTY FIRE MARSHAL

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3119
8:30 - 5:00 

The Deputy Fire Marshal is responsible for overall operations of the OFM through a number of sections. Through the Corporate Support Section essential program delivery and the infrastructure of the OFM are managed, including resource planning, financial management, administration, information technology, communications and other information services. Technical issues and legislature development are managed through Fire Safety Standards and the Applied Research Section. Fire investigations are managed through the Fire Investigations and Evaluations Section.

FIRE INVESTIGATIONS AND EVALUATIONS

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3263
8:30 - 5:00 

The **Fire Investigations** and Evaluations Section is responsible for investigating fire and explosion occurrences where there is a provincial interest. This involves the determination of the origin, cause and circumstances of the fire and reporting on all factors that may have contributed to the loss of life or severity of the fire.

INVESTIGATIONS AND EVALUATIONS -

CENTRAL - MIDHURST

2284 Nursery Rd


Midhurst LOL 1X0

General Inquiry (705)725-7258

Toll Free 1-800-565-1842

Fax (705)725-7259

Toll Free Fax 1-800-361-5186

8:30 - 5:00 

INVESTIGATIONS AND EVALUATIONS -

NORTH -SUDBURY

McFarlane Lake Complex

Suite 6, 3767 Hwy 69 S


Sudbury P3G 1E4

General Inquiry (705)564-4550

Toll Free 1-800-565-4734

Fax (705)564-4555

Toll Free Fax 1-800-361-5186

8:30 - 5:00 

APPLIED RESEARCH


Place Nouveau Bldg

7th Flr, 5775 Yonge St

Toronto M2M 4J1

General Inquiry (416)325-3200

Fax (416)325-3213

8:30 - 5:00 

Applied Research will provide relevant technical advice to the fire service, public and staff of the Office of the Fire Marshal.

FIRE SAFETY STANDARDS


Place Nouveau Bldg

7th Flr, 5775 Yonge St

Toronto M2M 4J1

General Inquiry (416)325-3100

Fax (416)325-3213

8:30 - 4:15 

Fire Safety Standards administers the **Fire** Protection and Prevention Act, 1997 and the Ontario Fire Code by providing advice and opinions on their application, processing **appeals**, developing **inspection** standards and guidelines related to interpretation and enforcement. The section also takes the lead role in development of new fire safety legislation **regulations** and standards. In addition, the section carries out review of plans for new construction and renovations as they relate to fire safety in education facilities, institutional **buildings**, and government buildings.

FIELD - FIRE PROTECTION SERVICES

2284 Nursery Rd

Midhurst LOL 1X0


General Inquiry (705)725-7258

Toll Free 1-800-565-1842

Fax (705)725-8465


Fax (705)725-7259

Toll Free Fax 1-800-361-5186


8:30 - 5:00 

Field - Fire Protection Services supports the municipal provision of fire protection services and ensures the Office of the Fire Marshal's legislated responsibilities under the Fire Protection and Prevention Act are met. This is accomplished through the provision of advice and assistance to municipalities in fire prevention and public fire safety; fire code enforcements; and emergency service delivery. The unit develops guidelines and processes to assist municipalities in delivering the appropriate level of fire protection based on their needs and circumstances and provides liaison and guidance regarding major human/natural emergencies.


REGIONAL OFFICE (NORTH) - SUDBURY

McFarlane Lake Complex
Suite 6, 3767 Hwy 69 S
Sudbury P3G 1E4
General Inquiry (705)564-4550
Toll Free 1-800-565-4734
Fax (705)564-4555
8:30 - 5:00 

NORTH - THUNDER BAY


640 Mountdale Ave
Thunder Bay P7E 6G8
General Inquiry (807)473-3110
Fax (807)473-3199
8:30 - 5:00 

ONTARIO FIRE COLLEGE

1495 Muskoka Rd N
Gravenhurst P1P 1W5
General Inquiry (705)687-2294
(705)687-9653 (Registration)
Toll Free 1-800-661-2202 (Student Hotline)
Toll Free 1-800-565-0613 (HOTLINE)
Fax (705)687-7911
Fax (705)687-4611 (Registration)
8:00 - 5:00 

The Ontario **Fire** College offers in-residence courses of study in fire protection technology to **municipal** fire department officers. Together with Field Services, the college coordinates regional **training** for municipal fire fighters in the basic skills of fire prevention and fire fighting. Curriculum assistance in the development of training programs is offered to fire departments.

AGENCIES, BOARDS AND COMMISSIONS**FIRE SAFETY COMMISSION**


Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)314-1217
www.gov.on.ca/ofm
8:30 - 5:00 

The **Fire** Safety Commission is an adjudicative agency and renders decisions for **appeals** and applications related to specific matters identified under the authority of the Fire Protection and Prevention Act, 1997.


Services offered to the Public:

Fire Safety Commission

REGIONAL OFFICE (SOUTH) MIDHURST

2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7258
Fax (705)725-7259
8:30 - 5:30 

SOUTH - LONDON

707 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4040
Toll Free 1-800-565-0417
Fax (519)873-4052
Toll Free Fax 1-800-387-7631
8:30 - 5:00 

ONTARIO CIVILIAN COMMISSION ON POLICE SERVICES

1st Flr, 25 Grosvenor St

Toronto M7A 1Y6

General Inquiry (416)314-3004


(416)326-1189 (Complaints, Greater Toronto Area)

Toll Free 1-888-515-5005 (Complaints, Outside the Greater Toronto Area)

Fax (416)314-2036 (Complaints, Greater Toronto Area)

Fax (416)314-0198 (General Fax)

Toll Free Fax 1-888-311-7555 (Complaints, Outside the Greater Toronto Area)

8:30 - 5:00 

The Ontario Civilian Commission on **Police Services** (OCCPS) is an independent quasi-judicial civilian agency with general **enforcement** authority under the Police Services Act with respect to the adequacy and effectiveness of policing services in Ontario. This includes conducting inquiries and **investigations** and making recommendations to the Minister. In Ontario, police services and police services boards are ultimately accountable to the public through the OCCPS. The Commission carries out a mixed combination of duties which are primarily adjudicative or decision-making in nature and conducts reviews on its own motion or at the request of complainants, in respect of a **complaint** or complaints made about the policies of or services provided by a police force or about the conduct or work performance of a police officer and the disposition of such complaints. The commission also approves the **appointments** of **First Nations** Constables.

ONTARIO CRIME CONTROL COMMISSION

George Drew

1st Flr, 25 Grosvenor St


Toronto M7A 1Y6

General Inquiry (416)314-0876

Toll Free 1-877-274-6326

Fax (416)314-0870

www.fightcrime.net

8:30 - 4:30 

The Ontario **Crime** Control Commission is co-chaired by MPPs who act as the Parliamentary Assistants to the Attorney General and Minister of Public Safety and Security. The Commission was created to listen to the public's concerns and identify specific steps the government can take to make Ontario a safer and better place to live. The Commission was established in 1997 and recently extended to June 2003 to continue to put the government's commitment to safer communities, crime prevention, more effective law enforcement and a balanced criminal justice system into action.

ONTARIO PAROLE AND EARNED RELEASE BOARD

4375 Chesswood Dr


Toronto M3J 2C2

General Inquiry (416)325-4480

Toll Free 1-888-579-2888 (Victim Support Line)

Fax (416)325-4485

www.operb.gov.on.ca

8:00 - 4:30 

The Ontario **Parole** and Earned Release Board has jurisdiction over all **offenders** who are serving sentences of up to two years less a day in provincial institutions and Temporary Absence applications over 72 hours. The Chair, Ontario Parole and Earned Release Board, is responsible for the overall administration of the board. Eight Vice-Chairs are responsible to the Chair for all board decisions and for the total operation of the service sectors. The board shares responsibility for

operating the **Victim** Support Line, which provides information to victims on convicted adult offenders in the provincial system.


REGIONAL OFFICE

EASTERN REGIONAL OFFICE


4685 Donnelly Dr
Merrickville K0G 1N0
 General Inquiry (613)269-2390
 Fax (613)269-2393
 8:30 - 4:30

SERVICE SECTORS


CENTRAL EAST SERVICE SECTOR

541 Hwy 36
 RR 3
Lindsay K9P 6H2
 General Inquiry (705)324-4184
 Fax (705)324-8439
 8:30 - 4:30 


CENTRAL NORTH SERVICE SECTOR

House 2
 500 Church St
Penetanguishene L9M 1G3
 General Inquiry (705)549-1425
 Fax (705)549-8359
 8:30 - 4:30 

SOUTH WEST SERVICE SECTOR

1st Flr, 491 Steeles Ave
Milton L9T 1Y7
 General Inquiry (905)693-9326
 Fax (905)693-3098
 8:30 - 4:30 

ONTARIO POLICE ARBITRATION COMMISSION

George Drew Bldg
 1st Flr, 25 Grosvenor St
 Toronto M7A 1Y6
 General Inquiry (416)314-3520
 Fax (416)314-3522
 8:30 - 5:00 

The Ontario **Arbitration** Commission is a five-member statutory body which administers the conciliation and **mediation**-arbitration processes between **municipal police** associations and municipal police services boards throughout the Province of Ontario. The Arbitration Commission also provides a conciliation and mediation-arbitration service to the Ontario Provincial Police (OPP) for contract bargaining disputes.

ACTS

Ammunition Regulation Act, 1991
 Anatomy Act
 Christopher's Law (Sex Offender Registry) 2000
 Coroners Act
 Emergency Management Act, 2002
 Fire Protection & Prevention Act, 1997
 Lightning Rods Act
 Ministry of Correctional Services Act
 Ministry of the Solicitor General Act
 Ontario Society for Prevention of Cruelty to Animals Act
 Police Services Act
 Private Investigators and Security Guards Act
 Public Works Protection Act

MINISTRY OF TOURISM AND RECREATION

Hearst Block

9th Flr, 900 Bay St

Toronto M7A 2E1

General Inquiry (416)326-9326

Toll Free 1-800-668-2746 (Ontario Travel Information)

www.tourism.gov.on.ca 

The goal of the Ministry of Tourism and Recreation is to make Ontario known as a leader in world-class and innovative tourism, sport and recreation products and services, bringing long-term economic wealth, jobs, regional growth and prosperity to all Ontarians.

DEPUTY MINISTER'S OFFICE


COMMUNICATIONS BRANCH

Hearst Block

9th Flr, 900 Bay St

Toronto M7A 2E1

General Inquiry (416)326-9326

Fax (416)325-5968 

Reporting to the Deputy Minister, the Communications Branch provides leadership in communicating the ministry's programs and policies related to its core businesses and to the government's corporate communications agenda. The branch supports the Minister, Deputy Minister and senior ministry staff in handling contentious issues, in responding to public inquiries, in evaluating and implementing communication plans. The branch also advises on, and organizes the Minister's, Parliamentary Assistant's and Deputy Minister's participation in public events. The Communications Branch is also responsible for the publication of news releases, internet sites, and the hosting of special events and announcements related to the ministry's core businesses.

CORPORATE POLICY UNIT


Ferguson Block

9th Flr, 77 Wellesley St W

Toronto M7A 1N3


General Inquiry (416)325-8292

Fax (416)325-8568

8:00 - 5:00 


The Corporate Policy Unit provides the Ministers and Deputy Ministers with high-quality and timely policy advice on Cabinet and senior committee agendas and related business. The unit leads the review and analysis of Cabinet submissions, legislation and policy proposals initiated by other ministries to identify, evaluate and develop recommendations on potential impact on ministries' policies, programs and clients. The unit acts as the primary Ministry of Culture and Ministry of Tourism and Recreation contact with Cabinet Office on Cabinet agenda issues and works with the ministry staff to develop quality submissions that meet central agency requirements for policy and communications analysis. The unit liaises with other ministries and participates on inter-ministerial committees to represent the Ministry of Culture and the Ministry of Tourism and Recreation's policy positions and pro corporate policy advice and briefings.

INVESTMENT AND DEVELOPMENT OFFICE

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-5306
Fax (416)327-2506 

The mandate of the Investment and Development Office (IDO) is to increase Ontario's competitiveness by supporting new product development and investment in Ontario's tourism and recreation sector. In addition, IDO administers the Sport, Culture and Tourism Partnership of Ontario's SuperBuild Infrastructure Program. IDO is also responsible for the management of 18 Travel Information Centres located throughout the province.


ONTARIO TRAVEL INFORMATION CENTRES


Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6656
Fax (416)327-2506 

Ontario **Travel** Information Centres offer expert counselling, customized trip planning and **accommodation** reservations to the public. Ontario Travel supplies information and **publications** on various tourist attractions, accommodations, **campgrounds, parks** (including **hiking trails**, canoe outfitters, etc.), events, **festivals, hunting, fishing, boating, skiing** and more. Ontario **Road** Maps are distributed at Ontario Travel Centres along with up-to-date reports, including ski conditions, winter road conditions, provincial park vacancies, spring blossom and **fall colour**.


CENTRAL, EASTERN, NORTHERN REGION TRAVEL CENTRES


CENTRAL REGION


BARRIE TRAVEL INFORMATION CENTRE
21 Molson Park Dr E
Barrie L4N 9A9
General Inquiry (705)725-7280
Toll Free 1-800-668-2746 (Alpine & X-Country Ski Reports Dec - Apr; Campground Vacancy Reports Jul - Aug; Spring Blossoms)
Fax (705)725-7285 

TORONTO (EATON CENTRE) TRAVEL INFORMATION CENTRE
Eaton Ctr
Level 1, 220 Yonge St
PO Box 104
Toronto M5B 2H1
Toll Free 1-800-668-2746 (Travel Enquiries - English)
Fax (416)314-5901 

EASTERN REGION

CORNWALL TRAVEL INFORMATION CENTRE
903 Brookdale Ave
Cornwall K6J 4P3
General Inquiry (613)933-2420
Fax (613)933-3387 

HAWKESBURY TRAVEL INFORMATION CENTRE (SEASONAL)
Hwy 417
RR 1
Chute-A-Blondeau K0B 1B0
General Inquiry (613)674-2000 (May 15 - Thanksgiving)
Fax (613)674-2689 


HILL ISLAND (LANSDOWNE) TRAVEL INFORMATION CENTRE (SEASONAL)
Hwy 137
RR 1
Lansdowne K0E 1L0
General Inquiry (613)659-2108 (May 15 - Thanksgiving)
Fax (613)659-2102 

LANCASTER TRAVEL INFORMATION CENTRE (SEASONAL)

Hwy 401 & Hwy 2
RR 1

Lancaster K0C 1N0

General Inquiry (613)347-3498 (May 15 - Thanksgiving)

Fax (613)347-3435 

PRESCOTT TRAVEL INFORMATION CENTRE (SEASONAL)

Hwy 16 US/Canada border
PO Box 1600

Prescott K0E 1T0

General Inquiry (613)925-3346 (May 15 - Thanksgiving)

Fax (613)925-1462

NORTHERN REGION**FORT FRANCES TRAVEL INFORMATION CENTRE**

400 Central Ave

Fort Frances P9A 1X8

General Inquiry (807)274-7566

Fax (807)274-7870

KENORA TRAVEL INFORMATION CENTRE (SEASONAL)

Ontario/Manitoba Border
Hwy 17

Keewatin P0X 1C0

General Inquiry (807)468-2495 (May 15 - Labour Day)

Fax (204)349-8339

PIGEON RIVER TRAVEL INFORMATION CENTRE (SEASONAL)

7671 Hwy 61

RR 7 Pigeon River

Thunder Bay P7C 5V5

General Inquiry (807)964-2094 (May 15 - Thanksgiving)

Fax (807)964-2029


RAINY RIVER TRAVEL INFORMATION CENTRE (SEASONAL)

301 Atwood Ave

PO Box 100

Rainy River P0W 1L0

General Inquiry (807)852-4449 (May 15 - Labour Day)


Fax (807)852-3124 

SAULT STE MARIE TRAVEL INFORMATION CENTRE

261 Queen St W

Sault Ste Marie P6A 1A3

General Inquiry (705)945-6941


Fax (705)945-6943 

NIAGARA, SOUTHWESTERN REGION TRAVEL CENTRES**NIAGARA REGION****FORT ERIE TRAVEL INFORMATION CENTRE**

315 Bertie St

Fort Erie L2A 6S6

General Inquiry (905)871-3505


Fax (905)871-6461 

NIAGARA FALLS TRAVEL INFORMATION CENTRE

5355 Stanley Ave

Niagara Falls L2E 7C2

General Inquiry (905)358-3221

Fax (905)358-6441 

ST CATHARINES TRAVEL INFORMATION CENTRE

RR 4

Niagara-on-the-Lake L0S 1J0

General Inquiry (905)684-6354


Fax (905)684-3634

SOUTHWESTERN REGION**SARNIA TRAVEL INFORMATION CENTRE**

1415 Venetian Blvd

Sarnia N7T 7W7

General Inquiry (519)344-7403

Fax (519)332-4576 

WINDSOR HURON TRAVEL
INFORMATION CENTRE
1235 Huron Church Rd
Windsor N9C 2K6
General Inquiry (519)973-1310
Fax (519)973-1313 ♿

WINDSOR PARK TRAVEL
INFORMATION CENTRE
110 Park St E
Windsor N9A 3A9
General Inquiry (519)973-1338
Fax (519)973-1341

PRODUCT DEVELOPMENT AND INVESTMENT SERVICES

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-5306
Fax (416)327-2506 ♿

Product Development and **Investment** Services facilitates the development of market-ready tourism, culture and recreation products by gathering market intelligence, sponsoring feasibility studies, conducting pilot projects and parthering with industry, government, agencies and organizations to implement the development projects. The investment services' role includes promotion of Ontario as a place to invest in tourism and recreation.

SPORTS, CULTURE AND TOURISM PARTNERSHIPS SECRETARIAT

LuCliff Place
15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)314-1961
Toll Free 1-866-219-5001
Fax (416)314-1382
www.superbuild.gov.on.ca
8:30 - 4:30 ♿


Sports, Culture and Tourism Partnerships Secretariat (SCTP) initiative is one of three infrastructure SuperBuild programs announced in the 2000 Ontario Budget. SCTP recognizes the important contribution that sport, culture and tourism facilities make to Ontario's economic prosperity and high standard of living. The Secretariat manages the **funding** program available to assist sport, culture and tourism infrastructure across the province with maintenance, upgrades, and in some cases expansion. This initiative is part of the province's \$20-billion SuperBuild strategy to build Ontario's futures. For more information please contact www.superbuild.gov.on.ca

KITCHENER OFFICE
Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632

THUNDER BAY OFFICE
Suite 334, 435 James St S
Thunder Bay P7E 6S7
Toll Free 1-800-465-6861
Fax (807)475-1297


OTTAWA OFFICE
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
Toll Free 1-800-267-9340
Fax (613)742-5300

INTERNAL AUDIT SERVICES

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6560
Fax (416)585-7377
8:30 - 4:45 


Internal Audit Services is an independent, objective assurance and consulting activity designed to add value and improve the operations of the Ministries of Citizenship, Tourism and Recreation, and Culture. Internal Audit Services helps these ministries accomplish their objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance.

REGIONAL AND CORPORATE SERVICES DIVISION

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7311
Fax (416)314-7313
8:30 - 4:45 


The Regional and Corporate Services Division provides legal, financial, human resources and administrative services and advice to Deputy Ministers and program divisions of the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation as required, for the efficient operation of each ministry. It also provides regional support services to the ministries' program areas of tourism, culture, citizenship, seniors, women, and sport and recreation. This includes the coordination of specialized systems and technical support and the development and implementation of the ministries' management improvement initiatives. It executes a number of control functions and services as the ministries' liaison with Management Board of Cabinet.

CORPORATE RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6136
Fax (416)314-4968
8:30 - 4:45 

The Corporate Resources Branch provides advice on business and fiscal planning, accounting, modern controllership, facilities management, and related financial and administrative matters to the Ministry of Citizenship, Ministry of Culture, and Ministry of Tourism and Recreation. The Facilities, Information and Records Management Unit is responsible for facilities and assets management, Freedom of Information/Protection of Privacy, print services, and records management. The Business and Fiscal Planning Unit is responsible for budget management, financial analysis and business planning. The Accounting and Controllership Unit is responsible for financial systems and reporting, modern controllership and service management.


FREEDOM OF INFORMATION/PROTECTION OF PRIVACY UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7094
Fax (416)314-7722
8:00 - 4:30 

The Freedom of Information/Protection of Privacy Unit administers the Freedom of Information and Protection of Privacy Act within the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation. Assistance to the public in locating certain records or processing


requests is available from the Freedom of Information/Protection of Privacy Office. Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

HUMAN RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6078
Fax (416)325-6371
8:30 - 4:45 


Human Resources Branch provides strategic consulting and human resource planning services to executive and line managers. It provides interpretation and advice on human resource policies and procedures, collective agreement administration, health and safety services, position classification, recruitment, organizational design, human resources planning and learning services, and French language services for the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation. In addition, it coordinates the Ontario Works and Special Employment Program for the Ministries of Tourism and Recreation and Culture.

LEGAL SERVICES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7025
Fax (416)314-7038
9:00 - 5:00 


The Legal Services Branch provides strategic legal advice and services to the Ministry of Citizenship, the Ministry of Culture, and the Ministry of Tourism and Recreation and certain of their agencies to assist them in meeting their business goals and corporate initiatives. Principal areas of law include commercial, corporate, real property, intellectual property, human rights, administrative and contract.

REGIONAL SERVICES BRANCH

3rd Flr, Suite 300, 123 Edward St
Toronto M7A 2R9
General Inquiry (416)314-0738
TTY (416)314-6687 (Administrative Support)
Fax (416)314-6686
8:30 - 5:00 

Regional Services Branch provides value-added consulting and delivery services to program areas of the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation.

CENTRAL AREA

5th Flr, 180 Dundas St W
Toronto M7A 2R9
General Inquiry (416)314-6044
Toll Free 1-877-395-4105
Fax (416)314-2024
8:30 - 5:00 

HAMILTON OFFICE


14th Flr, 119 King St W

Hamilton L8P 4Y7

General Inquiry (905)704-3950

Toll Free 1-877-395-4105

Fax (905)521-7398


8:30 - 4:45 **MIDHURST OFFICE**

2284 Nursery Rd

Midhurst L0L 1X0

Toll Free 1-877-395-4105

Fax (705)739-6697

8:30 - 4:45 **NORTHERN AREA**


Suite 334, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1683

Toll Free 1-800-465-6861

Fax (807)475-1297

8:30 - 4:45 **DRYDEN OFFICE**

Ontario Government Bldg

479 Government Rd

PO Box 3000

Dryden P8N 3B3

General Inquiry (807)223-8682

Toll Free 1-800-525-8785

Fax (807)223-8502 **KENORA OFFICE**


810 Robertson St

Kenora P9N 4J4

General Inquiry (807)468-2450

Toll Free 1-800-465-1108

Fax (807)468-2788

8:30 - 4:45 **NORTH BAY OFFICE**


447 McKeown Ave

North Bay P1B 9S9

General Inquiry (705)494-4182

Toll Free 1-800-461-9563

Fax (705)494-4069

8:30 - 4:45 **ST CATHARINES OFFICE**


9th Flr, 301 St Paul St

St Catharines L2R 7R4

General Inquiry (905)704-3950

Toll Free French 1-800-263-2441

Fax (905)704-3955

8:30 - 4:45 **SAULT STE MARIE OFFICE**

Roberta Bondar Pl


Suite 200, 70 Foster Dr

Sault Ste Marie P6A 6V9

General Inquiry (705)945-5885

Toll Free 1-800-461-7284 (Within Area Code 705)

Fax (705)945-5931

8:30 - 4:45 **SIOUX LOOKOUT OFFICE**

62 Queen St


PO Box 267

Sioux Lookout P8T 1A3

General Inquiry (807)737-1018

Toll Free 1-800-529-6619

Fax (807)737-3419

8:30 - 4:45 **SUDBURY OFFICE**

Ontario Government Bldg


Suite 401, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)564-3035

Toll Free 1-800-461-4004

Fax (705)564-3043

8:30 - 4:45 

THUNDER BAY OFFICE


Suite 334, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1683

Toll Free 1-800-465-6861

Fax (807)475-1297

8:30 - 4:45 **TIMMINS OFFICE**

Ontario Government Complex

Hwy 101 E


PO Box 3085

South Porcupine P0N 1H0

General Inquiry (705)235-1550

Toll Free 1-800-305-4442

Fax (705)351-1553

8:30 - 4:45 **SOUTHEAST AREA**


1st Flr, 530 Tremblay Rd

Ottawa K1G 6B7

General Inquiry (613)742-3360

Toll Free 1-800-267-9340

Fax (613)742-5300

8:30 - 4:45 **BRACEBRIDGE OFFICE**


15 Dominion St

Bracebridge P1L 2E7

General Inquiry (705)646-0641

Toll Free 1-800-360-1304

Fax (705)646-0544

8:30 - 4:45 **OTTAWA OFFICE**


1st Flr, 530 Tremblay Rd

Ottawa K1G 6B7

General Inquiry (613)742-3360

Toll Free 1-800-267-9340

Fax (613)742-5300


8:30 - 4:45 **HUNTSVILLE OFFICE**

207 Main St W

Huntsville P1H 1Z9

General Inquiry (705)789-4448

Fax (705)789-9533

8:30 - 4:45 **PETERBOROUGH OFFICE**

Robinson Pl South Tower


2nd Flr, 300 Water St

Peterborough K9J 8M5

General Inquiry (705)755-2624

Toll Free 1-800-461-7629 (For Area Code 705 only)

Fax (705)552-2631

8:30 - 4:45 **KINGSTON OFFICE**

Ontario Government Bldg

Beechgrove Complex


51 Heakes Lane

Kingston K7M 9B1

General Inquiry (613)531-5580

Toll Free 1-800-293-7543

Fax (613)531-5585


8:30 - 4:45 **SOUTHWEST AREA**

Suite 405, 30 Duke St W

Kitchener N2H 3W5

Toll Free 1-800-265-2189

Fax (519)578-1632


8:30 - 4:30 **KITCHENER OFFICE**

4th Flr Suite 405, 30 Duke St W

Kitchener N2H 3W5

Toll Free 1-800-265-2189

Fax (519)578-1632


8:30 - 4:30 **LONDON OFFICE**

2nd Flr, 659 Exeter Rd

London N6E 1L3

Toll Free 1-800-265-4730

Fax (519)873-4061

8:30 - 4:30 

MARKDALE OFFICE

181 Toronto St S
PO Box 496
Markdale N0C 1H0
Toll Free 1-800-265-5520
Fax (519)986-3014
8:30 - 4:30 ♿

WINDSOR OFFICE

221 Mill St
Windsor N9C 2R1
Toll Free 1-800-265-1330
Fax (519)973-1414
8:30 - 4:45 ♿

TECHNOLOGY AND BUSINESS SOLUTIONS BRANCH (MCZP/MTR/MCL)

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6296
Fax (416)325-6388
8:30 - 5:00 ♿

The Technology and Business Solutions Branch is responsible for the planning and implementation of information technology to meet business requirements of the Ministries of: Citizenship (including Women's Directorate and Seniors' Secretariat); Tourism and Recreation; and Culture. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network. Under administrative agreements, the branch also provides information and information technology services and support to the Office of Francophone Affairs and the Ontario Human Rights Commission.

TOURISM, SPORT AND RECREATION DIVISION

Macdonald Block
1st Flr Rm M1-48, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9326
Fax (416)325-6985
www.tourism.gov.on.ca
8:30 - 4:45 ♿

The Tourism, Sport and Recreation Division seeks to increase investment in Ontario's tourism industry by developing appropriate tools to foster the right business climate. The Sport and Recreation program encourages safe involvement in sport, recreation and physical activity for the health, social and economic benefit of Ontarians and the communities in which we live.

HURONIA HISTORICAL PARKS

PO Box 160
Midland L4R 4K8
(705)549-8064 (Discovery Harbour)
(705)526-7838 (Sainte-Marie among the Hurons)
Fax (705)526-9193
www.hhp.on.ca
8:30 - 5:00 ♿

The Ministry operates and maintains **historic** attractions at Midland (Sainte-Marie among the Hurons) and at Penetanguishene (Discovery Harbour). Sainte-Marie among the Hurons (1639-1649) is a reconstruction of the 17th century headquarters of the French Jesuit mission to the Huron people. It was the first European community in Ontario and home to six of the eight North American Jesuit martyrs. Discovery Harbour represents the period from 1817 to 1856 when the Royal Navy

and the British Army maintained a **naval** dockyard and military garrison at this strategic defence station on Georgian Bay. Discovery Harbour is the home of 2 tall ships and the King's Wharf **Theatre** offers professional summer theatre.

OLD FORT WILLIAM

Vickers Heights PO
Thunder Bay P0T 2Z0
General Inquiry (807)577-8461
French Phone (807)473-2333 (Hotline)
TTY (807)473-2307
Fax (807)473-2327
Fax (807)473-2336 (General Manager)
www.oldfortwilliam.on.ca
8:00 - 5:00 ☎

Located in Thunder Bay, Old Fort William Historical **Park** is a living **history** attraction operated by the Ministry of Tourism and Recreation. The Fort is a reconstruction of the **fur** trade headquarters operated by the North West Company from 1803 to 1821. Costumed staff portray the Scots, French Canadians and aboriginals who toiled there. The historic site features over 42 reconstructed buildings including an aboriginal camp, artisan area and working farm. The living history programme features daily dramas, demonstrations, tours, special events, educational programs. Facilities include food services, gift shops, overnight accommodation packages, a resource **library** and picnic areas with access for disabled persons. Old Fort William is staging special events throughout 2003 to celebrate the 200th anniversary of the Great Rendezvous that was first held in 1803.

SPORT AND RECREATION BRANCH


4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7440
Fax (416)314-7458
Fax (416)314-6301
8:30 - 4:45 ☎

The **Sport** and **Recreation** Branch has a core business of advancing the sport and recreation sectors through excellence in policy leadership, program development and strategic funding for the health, social, and economic benefit of Ontarians and the prosperity of their communities. It engages and links stakeholders and other ministries to build a capable Sport and Recreation delivery system; encourages Ontarians to participate in innovative, safe and positive sport and recreation to a level of their interest and ability; contributes to a strong provincial sport system and the development of athletic excellence in Ontario; engages Ontarians to be regularly physically active, to enhance their quality of life and address risks associated with a sedentary lifestyle; and develops programs, strategies, and partnerships within the sport and recreation sectors that contribute to prosperous communities and the economic growth of the province.

Services offered to the Public:


Grants to Provincial and Community Recreation Organizations
Sport and Recreation Provincial Programs

TOURISM AGENCIES UNIT

15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)314-7000
(416)326-9579 (Toronto)
(613)531-5713 (Kingston)
(647)284-1159 (Manager)
Fax (416)314-7003
Fax (613)531-5585 (Kingston)
8:00 - 5:00 


The **Tourism** Agencies Unit is responsible for policy, financial and program liaison with the ministry's tourism agencies and attractions. In addition, it establishes and maintains an effective accountability relationship between each agency and the ministry within its scope of broader government policy. The tourism agencies and attractions are: Niagara Parks Commission, Metro Toronto Convention Centre Corporation, Ontario Place Corporation, Ottawa Congress Centre, St. Clair Parks Commission, St. Lawrence Parks Commission, Huronia Historical Parks, Old Fort William and the Ontario Tourism Marketing Partnership Corporation.

TOURISM BRANCH

15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)314-7325
Fax (416)314-7341
www.tourism.gov.on.ca
8:30 - 4:30 


The Tourism Branch focuses on enhancing the competitiveness of Ontario's tourism industry by monitoring domestic and international tourism trends and determines their impacts on Ontario's tourism industry; designs and conducts quality research initiatives to identify competitive strengths, weaknesses, opportunities, and threats; develops tourism policies and focused strategies that enhance the overall competitiveness, growth and development of the tourism industry; stimulates tourism investment; and develops and implements special projects to address new and emerging critical tourism issues.

POLICY AND STRATEGY DEVELOPMENT

15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)314-7325
Fax (416)314-7341
8:30 - 4:30 

The Tourism Policy and Strategy Development unit focuses on attracting tourism investment to Ontario by working with investors and developing investment strategies; developing and reviewing tourism policy by working with tourism industry associations, reviewing proposals of other ministries, working with other provincial ministries and the federal government.

RESEARCH AND INDUSTRY COMPETITIVENESS

15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)314-7325
Fax (416)314-7341
8:30 - 4:30 

Research and Industry Competitiveness section guides marketing, policy and product development decisions by providing strategic information and analysis. The section responsibilities include monitoring domestic and international **tourism** trends and determining their impact on Ontario's tourism industry; forecasting; tourism statistics, e.g., visitation; product research; economic impact analyses; designing and conducting relevant research initiatives (supply-side and demand-side) to increase competitiveness.

RESOURCE-BASED TOURISM

Suite 201, 615 James St S
Thunder Bay P7E 6P6
Toll Free 1-800-561-3399
Fax (705)494-4086 (North Bay)
Fax (807)475-1765
Fax (705)677-4019 (Sudbury)


The Resource-Based Tourism unit is responsible for heightening the competitiveness and growth of Ontario's resource-based tourism industry through proactive and integrated planning, analysis, program and product development on a wide variety of complex issues and opportunities; promoting activities that protect, diversify and enhance resource-based tourism potential on Crown lands and waters in Ontario; facilitating strategic alliances and partnerships with key stakeholders involved in tourism development; and meeting the legislative requirements of the Tourism Act and Regulation 1037 through the issuance of Resource-Based Tourism Establishment Licenses across Ontario.

SUDBURY OFFICE

Suite 401, 199 Larch St
Sudbury P3E 6A5
Toll Free 1-800-561-3399
Fax (705)677-4019

AGENCIES, BOARDS AND COMMISSIONS

METRO TORONTO CONVENTION CENTRE CORPORATION

255 Front St W
Toronto M5V 2W6
General Inquiry (416)585-8000
Fax (416)585-8224
www.mtccc.com 

The Metro Toronto **Convention** Centre Corporation is an agency of the Ministry of Tourism and Recreation. Since its opening on October 1984, the centre has earned a reputation as a world class facility hosting more than 2 million visitors a year. Consisting of 454,000 sq. ft. of exhibit halls, 95,400 sq. ft. of meeting rooms, a 28,000 sq. ft. ballroom, a 1,350 seat theatre, professional food preparation facilities and two parking garages with a total of 1,700 spaces, the centre accommodates small meetings of 40 people to conventions of 40,000 and consumer shows attracting more than 200,000 people. The Convention Centre's consistent and outstanding quality in food and service is unsurpassed in North America.

NIAGARA PARKS COMMISSION

Oak Hall Administrative Bldg
7400 Portage Rd
PO Box 150
Niagara Falls L2E 6T2
General Inquiry (905)356-2241
Toll Free 1-877-642-7275
Fax (905)354-6041
www.niagaraparks.com
8:30 - 4:30 ♿

The Niagara **Parks** Commission operates a park system consisting of 1,720 hectares along the Niagara River from Lake Erie to Lake Ontario. Within this park are **recreation** areas, scenic attractions, a marina, restaurants, gift shops, **historic** sites, **golf courses**, botanical **gardens** and a horticultural school. The commission administers the Niagara Parks Act.

ONTARIO PLACE CORPORATION

955 Lake Shore Blvd W
Toronto M6K 3B9
General Inquiry (416)314-9900
Fax (416)314-9992
www.ontarioplace.com ♿


The Corporation manages a major tourist attraction, and showcases excellence in the performing arts, entertainment technology and **recreation**. Located in Toronto, on a 96-acre waterfront, urban park setting, it includes the Molson Amphitheatre; live kids entertainment; fireworks; corporate and education offerings; Atlantis pavilions (open all year); restaurants; snack bars; souvenir shops; marina; South Beach Volleyball; Soak City Waterpark (slides - Purple Pipeline and Pink Twister, Hydrofuge, Rush River Raft Ride; and waterplay area); and rides/entertainment (Mega Maze; MARS Simulator Ride; pedal boats; Cinesphere IMAX films), Wilderness Adventure Ride; Mini Greens, Cool Hoops, Bumper Boats, First Flight, Cyclone Speedway, Super Slide, Free Fall, Whiz Kids Mini Racers, and new for 2003- H2O Generation Station, Hydrostatic Blaster, and Ontario Place Driving School. Ontario Place is open in June, July and August and some weekends in May and September. There is a site admission.

ONTARIO TOURISM MARKETING PARTNERSHIP CORPORATION

Hearst Block
10th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-9823
Toll Free 1-800-668-2746 (Ontario Travel Information)
Fax (416)325-6004
www.gov.on.ca
8:30 - 5:30 ♿

The Ontario **Tourism** Marketing Partnership Corporation is responsible for leading the tourism marketing strategy to sell Ontario as a 'must-see' destination. The Partnership is an agency of the Ministry of Tourism and Recreation and is directed by an industry-led Board of Directors. It also works closely with industry through an extensive network of committees that involve a wide range of tourism stakeholders in the development and implementation of strategic tourism marketing initiatives.

OTTAWA CONGRESS CENTRE

55 Colonel By Dr
Ottawa K1N 9J2
General Inquiry (613)563-1984
Fax (613)563-7646
OttawaCongressCentre.com 


The Ottawa Congress Centre forms part of the Rideau Centre shopping complex located in Ottawa's most popular tourist area. The centre's main Congress Hall, a free-span space with a 24-foot ceiling, accommodates up to 5,000 delegates in plenary session and 3,500 dining. The lower Capital Hall level can be arranged into several break-off rooms for groups of 50 or more. In all meeting rooms, three different types of simultaneous translation systems provide service for bilingual, multilingual and top security conferences. Meeting rooms are also equipped for video projection and multi-image slide presentations. Permanent projection booths may be used for front projections directly on to permanently mounted screens.

ST. CLAIR PARKS COMMISSION

SCPC Administration Office
242 St Clair Pky
PO Box 700
Corunna N0N 1G0
General Inquiry (519)862-2291
Fax (519)862-2294
www.stclairparkway.com
8:30 - 4:30

The St. Clair **Parks** Commission is a regional parks system made up of 18 facilities and over 500 acres of mainly waterfront parkland along the St. Clair River. The commission is located within Chatham-Kent and Lambton counties, including the city of Sarnia. The vision of the commission is to preserve access to waterfront property for public use, and to promote **tourism** in cooperation with other agencies. Attractions include Sarnia Bay Marina, St. Clair Parkway **Golf Course**, camping and Uncle Tom's Cabin **Historic Site**.

ST. LAWRENCE PARKS COMMISSION


RR 1
Morrisburg K0C 1X0
General Inquiry (613)543-3704
(613)542-7388 (Fort Henry, Kingston)
TTY (613)543-4181
TTY (613)542-2956 (Fort Henry, Kingston)
Toll Free 1-800-437-2233
Fax (613)543-2847
www.parks.on.ca
8:15 - 4:30 

The St. Lawrence **Parks** Commission, an agency of the Ontario Government, manages **recreational** areas known collectively as the "Parks of the St. Lawrence." The Parks of the St. Lawrence has become one of the largest tourism destinations in Eastern Ontario, extending 280 km from the Bay of Quinte to the Province of Quebec. Facilities include thousands of hectares of park land and attractions on the St. Lawrence Heritage Corridor that provide a major source of tourism and recreational opportunities for residents and visitors to Eastern Ontario. Parks of the St. Lawrence attractions include Upper Canada Village, Fort Henry, Queen Elizabeth **Gardens**, Chrysler Park Marina, Upper Canada **Golf Course**, Upper Canada Migratory Bird Sanctuary, Long Sault Parkway and 1000 Islands Parkway, a series of 12 riverside day-use area parks and **campgrounds**, recreational trails and several restaurants and gift stores.

ACTS

Community Recreation Centres Act
Historical Parks Act
Metropolitan Toronto Convention Centre Corporation Act
Ministry of Tourism and Recreation Act
Niagara Parks Act
Ontario Place Corporation Act
Ottawa Congress Centre Act
St. Clair Parks Commission Act, 2000
St. Lawrence Parks Commission Act
Tartan Act, 2000
Tourism Act


MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

Mowat Block**3rd Flr, 900 Bay St****Toronto M7A 1L2****General Inquiry (416)326-1600****Toll Free 1-800-387-5514 (Outside the 416 Area Code)****www.edu.gov.on.ca****8:30 - 5:00** 

The Ministry of Training, Colleges and Universities develops policy for Ontario Colleges of Applied Arts and Technology; provides Ontario colleges and universities with funding, as allocated by legislature; delivers the Ontario Student Assistance Program; gives universities the authority to grant degrees; and registers private career colleges. The ministry also develops policy for adult education and labour market training and mobility; conducts labour market research; provides a network of community-based agencies funded to deliver training, employment, literacy and basic skills services to youth and adults; represents Ontario in its negotiations with the federal government on training issues; and administers and regulates the apprenticeship program for skilled occupations, under the Apprenticeship and Certification Act.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Mowat Block**14th Flr, 900 Bay St****Toronto M7A 1L2****General Inquiry (416)325-4545****Toll Free 1-800-387-5514 (Outside 416 Area Code)****Fax (416)325-2934****www.edu.gov.on.ca** 

The Communications Branch provides strategic communications advice and support to the minister and deputy minister of the Ministries of Education and Training, Colleges and Universities. It works with senior personnel in each ministry to identify, develop and implement a variety of corporate communications programs for the education and training sectors, and the public. Services include: media relations; issues management; answering telephone inquiries from the public; publishing curriculum and teaching resources for educators and trainers; writing and producing a variety of public information materials; managing preparation of ministry correspondence; coordinating events; coordinating advertising; and managing ministry Web site.


CORPORATE MANAGEMENT AND SERVICES DIVISION

Mowat Block**3rd Flr, 900 Bay St****Toronto M7A 1L2****General Inquiry (416)325-2772****Fax (416)325-2778****8:00 - 5:00** 

The Corporate Management and Services Division is responsible for the administration of the ministry's financial and material resources; for the provision of administrative, financial, audit and library services; for the provision of legal services in support of ministry programs, policies and legislation; for the administration, development and support of the ministry human resources; and the overall corporate planning of the ministry. The division is also responsible for administering the Workforce Discrimination and Harassment Prevention policy within the ministry, and for


ensuring compliance to the French Language Services Act and the Freedom of Information and Protection (FOI) Act.

AUDIT SERVICES BRANCH

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0732
Fax (416)325-1120 


The Audit Services Branch performs an assurance consulting function, which assists the ministry in accomplishing its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the organization's risk management, control and governance.

BUSINESS PLANNING AND EXPENDITURE MANAGEMENT BRANCH

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 


The Business Planning and Expenditure Management Branch develops the Ministry's business plan, including estimates and Management Board submissions and reports; liaises and consults with central agencies on issues that impact the Ministry's fiscal position; and provides facilities management services and oversees the operations of the Ministry Library.

BRIAN FLEMING RESEARCH AND LEARNING LIBRARY

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2652
Fax (416)325-4235 


Brian Fleming Research and Learning **Library** holds the ministries' specialized print and electronic collections, focusing on K-12, postsecondary and training. It conducts personalized research, arranges inter-library loans, and purchases documents, reports, books and journal articles.

BUSINESS PLANNING AND FINANCIAL UNIT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 


Business Planning and Financial Unit provides advisory/consultative support to branches in the development of business plans and management board submissions, focussing on the "business case" and the fiscal and financial plan. It advocates ministry financial proposals to Central Agencies, primarily Management Board Secretariat. The unit also develops Operating and Capital Quarterly Reports, to identify in-year and future-year pressures and savings.

EXPENDITURE MANAGEMENT AND CONTROL

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 


Expenditure Management and Control provides financial stewardship of the ministry's financial assets by: ensuring expenditure management controls are in place; managing the Public Accounts reporting process; promoting/supporting Transfer Payment accountability; providing financial reporting on ministry programs; and providing financial training.

FACILITIES MANAGEMENT SERVICES

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)327-9151 


Facilities Management Services provides accommodation services to ensure an efficient and safe work environment; services include: office design/renovation; building maintenance coordination; security; emergency evacuation planning; fleet management; shipping and receiving; 3R: Reuse, Recycle and Reduce.

QUALITY IMPROVEMENT AND PERFORMANCE MANAGEMENT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 


Quality Improvement and Performance Management provides advisory/consultative support to branches in the development of business plans and management board submissions, focussing on performance measurement and risk management. It supports branches in implementing accountability and agency accountability, environmental scanning, operational planning, program evaluation and quality improvement.

SERVICE MANAGEMENT UNIT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 


Service Management Unit provides advice and coordination and facilitates the business support service relationship between the learning ministries and the Shared Services Bureau. It leads and administers the Delegation of Authority Framework.

HUMAN RESOURCES BRANCH

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9002
Fax (416)327-9043
8:30 - 5:00 

The Human Resources Branch provides leadership and advice in strategic human resources planning, the development of human resources policies and procedures, organization design and classification, staffing, labour relations, workplace health and safety, equal opportunity, employment transition and training development.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY


Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0070
Fax (416)327-1912
8:00 - 5:30 

The Freedom of Information and Protection of Privacy (FOIPP) unit is responsible for compliance to the Freedom of Information and Protection of Privacy Act within the Ministry of Training, Colleges and Universities, its district offices and affiliated agencies. This unit responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to access and privacy matters:

Services offered to the Public:


Access to Information

HR CONSULTING SERVICES UNIT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9014
Fax (416)326-2856
8:30 - 5:00 

HR Consulting Services Unit provides services in the following areas: staffing, classification, labour relations, employment transition, workplace health and safety, organizational design and business planning as well as the development of policies and best practices and the identification of strategic workforce impacts.


HR INNOVATIONS AND STRATEGIC PLANNING

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9137
Fax (416)325-9043
8:30 - 5:00 

HR Innovations and Strategic Planning leads the development, implementation, delivery and evaluation of the ministry's strategic human resources plan. This includes research development and implementation of human resources policies and programs such as performance management,


succession planning, employee and leadership development, organizational development and workforce reporting/analysis. This unit also provides advice and administration in compensation and benefits.

ORGANIZATIONAL DEVELOPMENT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9002
Fax (416)327-1180
8:30 - 5:00 


Organizational Development develops initiatives, products and tools aimed at improving the organizational capacity of the ministry, fostering continuous improvement and motivating staff. It designs leadership forums and a leadership development program, manages corporate change projects, promotes good practices in employee recognition and orientation, and facilitates team and group learning.

LEGAL SERVICES BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2403
Fax (416)325-2410
8:30 - 5:00 


The Legal Services Branch provides the Ministry of Training, Colleges and Universities with legal services in all areas of education and training. This includes giving legal advice on ministry programs and policy; drafting legislation and regulations; drafting contracts; preparing and reviewing other legal documents; providing legal support in defending litigation and human rights complaints; negotiations; and freedom of information.

OFFICE OF THE CHIEF INFORMATION OFFICER, COMMUNITY SERVICES I&IT CLUSTER

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4598
Fax (416)325-8371 

Office of the Chief Information Officer, Community Services Cluster provides I&IT planning, policy, enterprise architecture, technology and services management, client relationship management, system development and support services.


ONTARIO KNOWLEDGE NETWORK FOR LEARNING (OKNL)

Mowat Block
10th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-1466
Fax (416)325-9473
<http://oknl.edu.gov.on.ca>
8:30 - 5:00 

The Ontario Knowledge Network for Learning (OKNL) provides provincial leadership in channeling the use of information and communication technologies (ICT) in education to improve


learner achievement, enhance teacher skills and development, increase parental involvement, and give students the education opportunities they need to succeed in the knowledge-based economy.

PLANNING AND ARCHITECTURE

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-9577
Fax (416)325-2262 


The Planning and Architecture unit provides cluster IT planning, information and security architecture services, and coordinates the development of IT policies and standards. It is also responsible for the Security (Policy) function.

TECHNOLOGY AND BUSINESS SOLUTIONS

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4409
Fax (416)327-1816 


Technology and Business Solutions is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Education and the Ministry of Training, Colleges and Universities. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network.

TECHNOLOGY AND SERVICES MANAGEMENT

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-9577
Fax (416)325-2262 


The Technology and Services Management unit provides ongoing operational support services to multiple ministries through a clustered support organization. Services provided to the ministries include providing secure and reliable IT infrastructure and acquiring and implementing new technology solutions to support the business requirements of the various ministries.

POSTSECONDARY EDUCATION DIVISION

Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2199
Fax (416)326-3256 

The Postsecondary Education Division is responsible for the full range of the ministry's relationships with the postsecondary education sector and is devoted full-time to building effective working relationships between the ministry and postsecondary institutions and organizations.

COLLEGES BRANCH


Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1816
Fax (416)325-2245 

The **Colleges** Branch develops, plans, coordinates, and implements the government's policy and program guidelines for Ontario's Colleges of Applied Arts and Technologies (**CAATs**) including program standards. It liaises with institutions and student organizations; provides advisory services to colleges in areas such as interpretation of policy and program guidelines, governance and accountability, **Aboriginal education** strategy, **French** language education, and **distance education**. It administers operating and capital **grants**, and monitors financial performance and key performance indicators.

Services offered to the Public:


CAAT Capital Support Program
CAAT Operating Support Program
CAAT Program Quality Program

POSTSECONDARY EDUCATION QUALITY ASSESSMENT BOARD

Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1686
Fax (416)325-1711
<http://peqab.edu.gov.on.ca> 

The Postsecondary Education Quality Assessment Board makes recommendations to the Minister of Training, Colleges and Universities concerning applications for Ministerial Consent under the terms of the Postsecondary Education Choice and Excellence Act, 2000, and other matters referred to it by the Minister pursuant to the Act

PRIVATE INSTITUTIONS BRANCH

Mowat Block
10th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0500
Fax (416)325-3096 

The Private Institutions Branch was established in March 2003. The branch is responsible for fulfilling the Ministry's responsibilities for private postsecondary education in Ontario as set out in the Postsecondary Education and excellence Act, 2000 and the established regulatory responsibilities under the Private Career **Colleges** Act. The branch is responsible for: registration and monitoring and inspection functions; OSAP institutions-related functions; **consumer** protection for **students**; and policy development and issues management.

STUDENT SUPPORT BRANCH - THUNDER BAY

4th Flr, 189 Red River Rd

PO Box 4500

Thunder Bay P7B 6G9

(900)565-6727 (Automated Voice Response System - \$2.00 Per Call)

(807)343-7260 (Students Attending An Out-of-Province Institution Only)

Toll Free 1-800-491-2248 (Income Tax Set-Off)


Toll Free 1-800-667-4938 (Millenium Scholarship)

Toll Free 1-800-465-3957 (Fellowships)

Toll Free 1-800-465-3023 (Accounts Receivable)

TTY Toll Free 1-800-465-3958


Fax (807)343-7278

osap.gov.on.ca 

Financial assistance in the form of loans, **grants**, and/or **bursaries** to Ontario postsecondary **students** for **educational** costs (such as tuition fees, books, and supplies) and basic living expenses. The amount of financial assistance available is based on a student's financial needs as determined by **OSAP** (Ontario Student Assistance Program). Allowable educational costs and the expected financial resources of the student (and his or her family, if applicable) are taken into consideration when determining the amount and type of assistance. Further information, as well as details on all of the programs, is available directly from the OSAP Web site at osap.gov.on.ca. or the Financial Aid Office the student is attending.

Services offered to the Public:*Aird Scholarship**Bursary for Students with Disabilities**Bursary for Students with Disabilities Attending Out-of-Country Postsecondary Institutions**Canada Millennium Bursary**Canada Student Loans for Part-Time Studies**Canada Study Grant for High Need Part-Time Students**Canada Study Grant for High-need Students with Permanent Disabilities**Canada Study Grant for Students with Dependents**Canada Study Grant for Women in Doctoral Studies**Canada-Ontario Integrated Student Loans**Child-Care Bursary Plan**Fellowships for Studying in French**Interest Relief Plan**Loan Forgiveness Program**Ontario Graduate Scholarship**Ontario Special Bursary Plan**Ontario Student Opportunity Grant**Ontario Work Study Plan**Ontario-Quebec Exchange Fellowship**Queen Elizabeth II - Aiming for the Top Scholarship**Sir John A. MacDonald Graduate Fellowship in Canadian History**Summer Language Bursary Program*

UNIVERSITIES BRANCH


Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1953
Fax (416)325-1959 

The **Universities** Branch develops, plans, coordinates, and implements the government's policy and program guidelines for the university sector and monitors program effectiveness. It provides a wide range of advisory services to the province's universities in areas such as interpretation and application of policy and program guidelines, **French-language education** and programming, **distance education**, and liaison with student organizations. The branch also administers special, capital and operating **grants** to universities.

Services offered to the Public:


Ontario/Quebec Health Study Program
University Student Information System - University Affairs Reports Student Records

TRAINING DIVISION

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry 1-888-562-4769
Fax (416)325-2995
www.edu.gov.on.ca 


The Training Division is responsible for the management and operation of provincial employment and training programs including Apprenticeship, Job Connect, Ontario Summer Jobs and Literacy and Basic Skills. The division provides assistance to those facing workforce adjustments (e.g. business closures), helps improve access to occupations and trades for internationally-trained individuals and has responsibility for developing **labour** market policy. The division also liaises with TVOntario. The Office of the Assistant Deputy Minister oversees the operation of three branches: Labour Market Policy, Planning and Research; Workplace Preparation; Workplace Support Services and also manages International Projects.

LABOUR MARKET POLICY, PLANNING AND RESEARCH BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6592
Fax (416)314-3872 


The Labour Market Policy, Planning and Research (LMPPR) Branch is responsible for the development of labour market and training policy for Ontario. LMPPR Branch provides the Training Division of the Ministry of Training, Colleges and Universities with policy development, analysis and coordination support; conducts planning, research and evaluation with respect to labour market/training matters; conducts local board liaison; manages relations with the federal government and other provinces for labour market issues, including labour mobility issues; and manages the government's relationship with the Ontario Educational Communications Authority (TVOntario).

LABOUR MARKET INFORMATION AND RESEARCH UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-1754
Fax (416)326-6024 


The Labour Market Information and Research Unit provides labour market information and research services to support policy development, program planning and program review within the division and throughout the ministry.

LABOUR MARKET POLICY DEVELOPMENT AND INTERGOVERNMENTAL RELATIONS UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-0986
Fax (416)314-3872 


The Labour Market Policy Development and Intergovernmental Relations Unit develops options and cabinet submissions for addressing labour market issues. The Unit also coordinates the Ministry's intergovernmental dealings and negotiations on labour market issues, including labour mobility within Canada.

LOCAL BOARDS LIAISON/COMMUNITY RELATIONS UNIT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-6815
Fax (416)326-6644 


Local Boards Liaison/Community Relations Unit supports the work of 21 local boards across Ontario, in cooperation with Human Resources Development Canada.

PLANNING AND EVALUATION UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6613
Fax (416)326-6820 


The Planning and Evaluation Unit coordinates Business Planning, Operational Planning and Program Evaluation related activities and processes for Training Division.

POLICY COORDINATION UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2826
Fax (416)325-2927 


The Policy Coordination Unit provides policy coordination services for the Training Division: issues management; policy support to program areas, and policy analysis and development on broader labour market issues.

TVONTARIO LIAISON

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2826
Fax (416)325-2927 

The Labour Market Policy, Planning and Research Branch manages the government's relationship with the Ontario Educational Communications Authority (TVOntario). TVOntario's mission is to support lifelong learning in Ontario by providing quality educational programming services in English and French, using television and other communication technologies.

WORKPLACE PREPARATION BRANCH


Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5837
(416)326-5656 (JobGrow & Training Hotlines)
TTY (416)326-5493
Toll Free 1-800-387-5656 (JobGrow & Training Hotlines)
Toll Free 1-888-562-4769 (JobGrow & Training Hotlines)
Fax (416)326-5505 (Literacy & Basic Skills)
Fax (416)326-5868 (JobGrow & Training Hotlines)
Fax (416)326-5911 (Employment Preparation)
www.edu.gov.on.ca 

The **Workplace** Preparation Branch sets the standard across Ontario for leading edge **employment** and adult **literacy** services that are proven to be valued by clients, employers and communities, and are results-based and cost-effective. The Branch operates the toll-free JobGrow and **Training** Hotline that provides employment and training program information to the public and administers literacy and employment services through an extensive network of local agencies across the province. Services offered to the public include: Literacy and Basic Skills, Job Connect, Summer **Jobs** Service, JobGrow and Training Hotline.

Services offered to the Public:


Job Connect
Literacy and Basic Skills
Summer Jobs Service

ACCESS TO PROFESSIONS AND TRADES UNIT

Mowat Block
12th and 23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-6260
Fax (416)326-6265
8:30 - 5:00 

The Access to Professions and **Trades** Unit undertakes a range of partnership initiatives to promote recognition of the qualifications of internationally trained professionals and tradespeople and expedite access of qualified immigrants to the Ontario labour market. Key partners include employers, occupational regulatory bodies, educational institutions, community agencies serving immigrants, and other levels of government.

LITERACY AND BASIC SKILLS

Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5837
TTY (416)326-5493
Fax (416)326-5505
www.edu.gov.on.ca/eng/training/literacy/main.html 

The Ministry of Training, Colleges and Universities provides funding to community agencies, school boards, and Colleges of Applied Arts and Technology (CAATs) for the delivery of the **Literacy** and Basic Skills (LBS) Program. Adults who wish to improve their literacy and numeracy skills should contact their local LBS agency. LBS services are offered throughout the province to learners in four streams: Anglophone, **Francophone**, **Native** and Deaf. Information about literacy services in your community may be found in the Yellow Pages directory under “Learn”. For more information about Francophone services, look under “Apprendre”, or call 1-800-636-8616. You may call JobGrow and Training Hotline at 1-800-387-5656; in Metro Toronto call 416-326-5656.

Services offered to the Public:
Literacy and Basic Skills Program

KINGSTON
Suite 404, 1055 Princess St
Kingston K7L 5T3
Toll Free 1-800-387-5656

SUDBURY
450 Notre Dame Ave
Sudbury P3C 5K8
Toll Free 1-800-387-5656


NORTH BAY
Northgate Plaza
2nd Flr, 1500 Fisher St
North Bay P1B 2H3
Toll Free 1-800-387-5656

THUNDER BAY
3rd Flr, 28 Cumberland St N
Thunder Bay P7A 4K9
Toll Free 1-800-387-5656

OTTAWA
Suite 703, 1355 Bank St
Ottawa K1H 8K7
Toll Free 1-800-387-5656

WATERLOO
285 Weber St N
Waterloo J2J 3H8
Toll Free 1-800-387-5656

WORKPLACE SUPPORT SERVICES BRANCH

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5605
Fax (416)325-6162
8:00 - 5:00 

The **Workplace** Support Services Branch develops, coordinates, implements, and evaluates apprenticeship and other **training** leading to **certification** in skilled occupations; provides expert advice on workplace needs assessment, training plans and human resources development; and works with **employers**, **employees**, organizations, communities and economic sectors to help them deal successfully with adjustment situations.

PROGRAM DELIVERY UNIT/APPRENTICESHIP AND CLIENT SERVICES


Mowat Block

17th Flr, 900 Bay St

Toronto M7A 1L2

Toll Free 1-888-562-4769 (Training Hotline)

Fax (416)326-5445

www.edu.gov.on.ca/eng/training/apprenticeship/appren.html 

Apprenticeship is a hands-on **training** program for people who want to work in a skilled trade and who enjoy learning by doing. The Ontario Youth Apprenticeship Program offers high school students the opportunity to experience the skilled trades while completing their Ontario Secondary School Diploma requirements. Updated information about apprenticeship opportunities, including details about **jobs** in four major areas: Auto Service, Construction, Manufacturing, and the Service sector is now available on the ministry's public website.

English menu page: www.edu.gov.on.ca/eng/training/apprenticeship/appren.html

French menu page: www.edu.gov.on.ca/fre/training/apprenticeship/appren.html

Services offered to the Public:

Adjustment Advisory Services

Ontario Youth Apprenticeship Program

CENTRAL DISTRICT FIELD OFFICES


BARRIE

34 Simcoe St

Barrie L4N 6T4

General Inquiry (705)737-1431

Fax (705)737-5684

8:30 - 5:00 

MISSISSAUGA

Suite 404, 10 Kingsbridge Garden Cir

Mississauga L5R 3K6

General Inquiry (905)279-7333

Toll Free 1-800-736-5520

Fax (905)279-7332

8:30 - 5:00

PICKERING

Unit 1, 1420 Bayly St


Pickering L1W 3R4

General Inquiry (905)837-7721

Toll Free 1-800-461-4608

Fax (905)837-6726

Toll Free Fax 1-800-461-5385.

8:30 - 5:00 


TORONTO

1st Flr, 625 Church St

Toronto M7A 2B5

General Inquiry (416)326-5800

Fax (416)326-5799

8:30 - 5:00 

EASTERN DISTRICT FIELD OFFICES

BELLEVILLE

Canada Trust Bldg


3rd Flr, 1 Bridge St E

Belleville K8N 5N9

General Inquiry (613)968-5558

Toll Free 1-800-953-6885

Fax (613)968-2364

8:30 - 4:30 

BROCKVILLE

Ontario Government Bldg

Oxford Ave


PO Box 1511

Brockville K6V 5Y6

General Inquiry (613)342-5481 (Closed Thurs & Fri)

Toll Free 1-877-417-9333

Fax (613)342-9299

8:30 - 4:30 

CORNWALL


Suite L- 50, 55 Water St W

Cornwall K6J 1A1

General Inquiry (613)938-9702

Toll Free 1-877-668-6604

Fax (613)938-6627

8:30 - 4:30 

KINGSTON

Suite 404, 1055 Princess St

Kingston K7L 5T3

General Inquiry (613)545-4338

Toll Free 1-877-220-2721

Fax (613)545-1204

8:30 - 5:00 ☎

OTTAWA

Suite 703, 1355 Bank St

Ottawa K1H 8K7

General Inquiry (613)731-7100

Fax (613)731-4160

8:30 - 5:00 ☎

PEMBROKE

169 Lake St

Pembroke K8A 5L8

General Inquiry (613)735-3911

Toll Free 1-800-807-0227

Fax (613)735-6452

8:30 - 4:30 ☎

PETERBOROUGH

Ontario Government Bldg

306 George St N

Peterborough K9J 3H2

General Inquiry (705)745-1918

Toll Free 1-877-433-6555

Fax (705)745-1926

8:30 - 4:30 ☎

NORTHERN DISTRICT FIELD OFFICES**KENORA**

Suite 105, 810 Robertson St

Kenora P9N 4J5

General Inquiry (807)468-2879

Toll Free 1-800-734-9572 (Within 807 Area Code)

Fax (807)468-2881

8:30 - 4:30 ☎

NORTH BAY

Northgate Plaza

2nd Flr, 1500 Fisher St

North Bay P1B 2H3

General Inquiry (705)495-8515

Toll Free 1-800-236-0744 (Within 705 Area Code)

Fax (705)495-8517

8:30 - 4:30 ☎

SAULT STE MARIE

Roberta Bondar Pl

Suite 150, 70 Foster Dr

Sault Ste Marie P6A 6V9

General Inquiry (705)945-6815

Toll Free 1-800-236-8817

Fax (705)945-6818

8:30 - 5:00 ☎

SUDBURY

450 Notre Dame Ave

Sudbury P3C 5K8

General Inquiry (705)564-3030

Toll Free 1-800-603-5999

Fax (705)564-3033

8:30 - 5:00 ☎

THUNDER BAY

3rd Flr, 28 Cumberland St N

Thunder Bay P7A 4K9

General Inquiry (807)345-8888

Toll Free 1-800-439-5493

Fax (807)768-2536

8:30 - 5:00 ☎

TIMMINS

Ontario Government Complex C Wing

1270 Hwy 101 E

PO Bag 3095

South Porcupine P0N 1H0

General Inquiry (705)235-1950

Toll Free 1-877-275-5139 (Within 705 Area Code)

Fax (705)235-1955

8:30 - 4:30 ☎

WESTERN DISTRICT FIELD OFFICES**BRANTFORD**

Suite 7, 515 Park Rd N

Brantford N3R 7K8

General Inquiry (519)756-5197

Fax (519)756-0724

8:30 - 4:30 ☎

CHATHAM

1023 Richmond St

PO Box 220

Chatham N7M 5K3

General Inquiry (519)354-2766

Toll Free 1-800-214-8284

Fax (519)354-3094 ☎

HAMILTON

Ontario Government Bldg

5th Flr, 119 King St W

Hamilton L8P 4Y7

General Inquiry (905)521-7764

Toll Free 1-800-668-4479

Fax (905)521-7180 (Adjustment Adviser)

Fax (905)521-7701

8:30 - 5:00 ♿

LONDON

Suite 201, 217 York St

London N6A 5P9

General Inquiry (519)675-7788

Toll Free 1-800-265-1050

Fax (519)675-7795

8:30 - 5:00 ♿

OWEN SOUND

Nor-Towne Plaza

Suite 108, 1131 2nd Ave E

Owen Sound N4K 2J1

General Inquiry (519)376-5790

Toll Free 1-800-838-9468

Fax (519)376-4843

8:30 - 4:30 ♿

SARNIA

Suite 101, 1319 Exmouth St

Sarnia N7S 3Y1

General Inquiry (519)542-7705

Toll Free 1-800-363-8453

Fax (519)542-3391

8:30 - 4:30 ♿

ST CATHARINES

9th Flr, 301 St Paul St

St Catharines L2R 7R4

General Inquiry (905)704-2991

Toll Free 1-800-263-4475

Fax (905)704-2985

8:30 - 4:30 ♿

WATERLOO

285 Weber St N

Waterloo N2J 3H8

General Inquiry (519)571-6009

Toll Free 1-800-265-6180

Fax (519)571-6047

8:30 - 5:00 ♿

WINDSOR

2nd Flr, 1427 Ouellette Ave

Windsor N8X 1K1

General Inquiry (519)973-1441

Toll Free 1-800-663-5609

Fax (519)973-1415

8:30 - 5:00

PROGRAM DEVELOPMENT AND STANDARDS

Mowat Block

17th Flr, 900 Bay St


Toronto M7A 1L2

General Inquiry (416)326-5605

Fax (416)326-5653 ♿

The Program Development and **Standards** unit develops on-the-job **apprenticeship training** programs which provide individuals with certified competency in traditional skilled occupations such as electrician and tool and die maker, and new occupations, such as child and youth worker; develops competency-based modular training programs; develops (in partnerships with **employers, industry** and unions), implements and maintains training materials for both apprenticeship and modular programs; develops Ontario **certification examinations** (in partnership with college and industry experts); and participates in the development of **Interprovincial Standards** (Red Seal) examinations. Most modular training takes place on the job, and trainee competency is assessed by the employer.


PROGRAM SUPPORT

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5605
Fax (416)326-5606 

The Program Support unit coordinates management information, the provincial purchase of apprenticeship training seats, planning and evaluation of Workplace Support Services Branch programs and activities; and the administration of the apprentice and modular records systems.

AGENCIES, BOARDS AND COMMISSIONS

COLLEGE COMPENSATION AND APPOINTMENTS COUNCIL FOR COLLEGES OF APPLIED ARTS AND TECHNOLOGY

Suite 1102, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)325-2914
Fax (416)325-2917
8:30 - 5:00 


The College Compensation and Appointments Council for **Colleges** of Applied Arts and Technology is a provincial agency established under the Ontario College of Applied Arts and Technology Act, 2002 and the Colleges Collective Bargaining Act (CCBA). Accountable to the Minister of Training, Colleges and Universities, the Council's responsibilities fall within four areas: College governance is in charge of appointment and reappointment of members to the Colleges' Boards of Governors and related governance issues; Human Resources undertakes collective bargaining with the Academic and Support Staff Unions and related human resources management responsibilities for the colleges; Premier's Awards; and advice to the Minister.

LEARNING OPPORTUNITIES TASK FORCE

Suite 100, 13270 Yonge St
Richmond Hill L4E 2T2
General Inquiry (905)773-3138
French Phone 1-866-418-1518
Toll Free 1-800-342-6549
Fax (905)773-4839

The Learning Opportunities Task Force was established in the 1997 Ontario budget, with a mandate: To improve the transition of students with specific learning disabilities from secondary school to post secondary education; and to enhance the services and supports that students with learning disabilities receive within the post-secondary educational sector to enable them to complete their education successfully. The Task Force functions as an independent body in its day-to-day activities. However, it is accountable for the funds that it allocates to the post-secondary educational sector and for the outcomes of the pilot projects that it evaluates. The Task Force is chaired by former Minister of Education, Dr. Bette Stephenson, who introduced the 1980 amendment to the Education Act, commonly known as Bill 82, and which dramatically changed special education in Ontario.

ONTARIO EDUCATIONAL COMMUNICATIONS AUTHORITY (TVONTARIO)

2180 Yonge St
PO Box 200 Stn Q
Toronto M4T 2T1
General Inquiry (416)484-2600
Toll Free 1-800-613-0513
www.tvontario.org
8:00 - 6:00 


Within the context of the Ontario **Educational** Communications Authority Act, the federal **Broadcasting** Act and its CRTC licences, TVOntario's mandate is to serve as an adjunct to the formal education and training systems in Ontario, by using **television** and other communications technologies to provide high-quality educational programs, curriculum resources and distance education courses in English and in **French**. TVOntario delivers its programs and services to Ontarians through two educational television networks – TVO (English-language) and TFO (French-language) – and the Independent Learning Centre, the province's elementary and secondary correspondence school.

ONTARIO GRADUATE SCHOLARSHIP PROGRAM - SELECTION BOARD

4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
General Inquiry (807)343-7257
Toll Free 1-800-465-3957
Fax (807)343-7278
osap.gov.on.ca
8:30 - 4:45

The Ontario Graduate **Scholarship** Program - Selection Board provides advice and recommendations to the Minister of Training, **Colleges** and **Universities** concerning the policies and administration of the Ontario Graduate Scholarship Program and selects successful candidates for **funding** under the program.

ONTARIO STUDENT ASSISTANCE APPEAL BOARD

Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4016
Fax (416)325-9253
9:00 - 5:00 

The Ontario Student Assistance **Appeal** Board advises the Minister of Training, **Colleges** and **Universities** on **financial assistance** given to the Ontario Student Assistance Program applicants.


ACTS

Apprenticeship and Certification Act, 1998
Colleges Collective Bargaining Act
Ministry of Training, Colleges and Universities Act
Ontario College of Art and Design Act, 2002
Ontario Colleges of Applied Arts and Technology Act, 2002
Ontario Educational Communications Authority Act
Post-Secondary Education Choice and Excellence Act, 2000
Private Career Colleges Act
Trades Qualification and Apprenticeship Act
University Foundations Act, 1992
University of Ontario Institute of Technology Act, 2002

MINISTRY OF TRANSPORTATION

Garden City Tower
301 St Paul St
St Catharines L2R 7R4


Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8

TTY (905)704-2426
Toll Free 1-800-268-4686 (General Inquiry)
Fax (416)327-9185 (Queen's Park)
8:00 - 5:00 

The Ministry of Transportation supports a positive business climate by planning, managing and maintaining a safe, efficient, reliable and integrated transportation network. The ministry sets safety standards, establishes and enforces road user safety regulations; sets design and maintenance standards; and manages construction and maintenance activities on the provincial highway network. The ministry also works with other governments to coordinate and integrate transportation networks to promote harmony in policies and regulations. Promoting a safe and efficient multi-modal transportation system that protects the public's investment in the provincial highways continues to be the key priority.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-2496
Fax (416)327-2591
8:30 - 5:00 


The Communications Branch provides strategic communications planning and delivers corporate communications and marketing products and services. It coordinates the ministry's activities to identify and manage contentious issues, and prepares Minister's correspondence. The Communications Branch has four sections: Issues and Media Office, Strategic Communications Office, Editorial and Corporate Services Office, and Corporate Correspondence Unit.

LEGAL SERVICES BRANCH

Bldg B
1st Flr, 1201 Wilson Ave
Downsview M3M 1J8
(416)235-4408 (Reception)
Fax (416)235-4924
8:00 - 5:15 


The Legal Services Branch, as part of the Legal Services Division of the Ministry of the Attorney General, provides a full range of legal services and support to the Ministry of Transportation's core businesses. The branch provides advice to the ministry on the interpretation of statutes and regulations and assists in the preparation and review of proposed legislation, regulations and other legal documents such as contracts and agreements with other entities. It also coordinates ministry prosecutions and litigation, participates in the settlement of claims and appears before administrative tribunals.

CORPORATE SERVICES DIVISION

Garden City Tower
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2693
Fax (905)704-2445
8:30 - 5:00 


The Corporate Services Division is responsible for providing business support to the core businesses of the ministry in managing its finances, human resources and facilities.

FACILITIES AND BUSINESS SERVICES BRANCH

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2092
Fax (905)704-2833
8:00 - 5:00 


The Facilities and Business Services Branch is responsible for corporate advice, product delivery and services related to procurement, including consultant services, facilities and accommodation services, service management, service quality, and customer information services, as well as other corporate business services. The Executive Office, Service Management Office, Facilities Management Office, Service Quality Project, and Customer Information Services Office form the foundation of this branch.

CUSTOMER INFORMATION SERVICES OFFICE

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2200
Fax (905)704-2001
8:00 - 5:00 


The Customer **Information Services** Office is located in St Catharines and provides effective, accurate and timely information for the general public and for other business units within MTO and other ministries throughout the Ontario Government.

MTO INFO (INQUIRY CENTRE)

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)235-4686 (Toronto)
TTY (905)704-2426
Toll Free 1-800-268-4686
Fax (905)704-2001
www.mto.gov.on.ca/english/faq
8:30 - 5:00 


MTO INFO Inquiry Centre handles telephone and internet e-mail general customer inquiries involving MTO programs and services, and provides direct referral to specific MTO experts. MTO INFO maintains an Internet public site detailing frequently asked questions at: <http://www.mto.gov.on.ca/english/faq/>

MTO ROAD CONDITION INFORMATION

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)235-4686 (Toronto - 24 hr Automated)
Toll Free 1-800-268-4686 (24 hr Automated)
Fax (905)704-2001
9:00 - 5:00 


The MTO **Road** Condition Information office handles the collection, dissemination, distribution, and the service quality management of road condition information and summer **construction** road information. Road condition information is available 24 hours, 7days/week through an automated voice messaging system that is updated four times per day. The same scripted information, updated as frequently as the voice messaging system is available on the Internet public site at: <http://www.mto.gov.on.ca/english>. General **traffic** information, including traffic cameras, for the Greater Toronto Area can also be accessed through this site.

FINANCE BRANCH

Garden City Tower
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2704
Fax (905)704-2515
8:30 - 5:00 


The Finance Branch provides the ministry with financial direction, planning, management and financial quality assurance services, and serves as financial liaison with Management Board, Ministry of Finance, Cabinet Committee on Privatization and Superbuild, and other Ontario government ministries and agencies. The Branch will lead MTO's transition to Integrated Financial Information System that is scheduled to be implemented in April 2004. The branch is organized into three main functional areas: Budget, Financial Strategies, and Controllorship.

HUMAN RESOURCES BRANCH

Garden City Tower
5th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2692
Fax (905)704-2747
8:30 - 5:00 


Human Resources Branch provides corporate leadership and strategic human resources planning and consulting services in the development of human resources plans, practices, and systems to support the ministry's priorities and business plans. Branch staff provide consulting services to executives, MTO's Human Resources community, line managers and staff on human resources management issues. The branch works in partnership with staff and their organized representatives to provide a safe, healthy and responsive workplace environment. The branch's functions include consulting and technical services on Labour Relations, Occupational Health and Safety, Equal Opportunity, French Language Services, Service Management and Modern Controllorship, Human Resources Consulting Services, and Human Resources Strategic and Business Planning.

OPERATIONS DIVISION

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-9044
Fax (416)327-9226
8:30 - 5:00 


The Operations Division is responsible for construction, maintenance and operation of the provincial highway system. It also supports access to local communities through its remote airport and **ferry** programs. These responsibilities are carried out through the Construction and Operations Branch and Program Management Branch at head office and through five regions. These regional functions are described in separate entries.

CONSTRUCTION AND OPERATIONS BRANCH

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2032
Fax (905)704-2030
8:30 - 5:00 


The Construction and Operations Branch is responsible in the areas of construction, maintenance, property, corridor, and claims for the development of operating policies, procedures and systems, conformity of program delivery processes, and identification of needs for change and improvement as well as availability of professional expertise. This branch is also responsible for the operation of the government garage; coordination of the ministry's response to provincial emergencies; pre-qualification of contractors, preparation of official estimates for construction contracts; preparation of construction and maintenance contracts; bid enquiries; resolution of engineering claims appealed to the Assistant Deputy Minister of Operations; resolution of public claims against the ministry and claims by the ministry; and property expropriation matters referred to the Ontario Municipal Board.

CLAIMS OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3023
Fax (905)704-2777
8:30 - 5:00 


The **Claims** Office is responsible for resolving public claims against the ministry as follows: developing operational policies and procedures related to public claims against the ministry; the negotiation and settlement of claims against the ministry, for which the ministry is not insured, including well claims and insurance claims due to **construction** vibration, **drainage/flooding**, dust and blasting; the office also seeks recovery of **damages** to crown **property**; makes payment to municipal fire departments for attendance on crown highways; recovery of municipal fire department costs from responsible parties/insurance companies; and liaises on claims where incorrect or outdated Drivers and Vehicles information results in financial loss or inconvenience.

CONSTRUCTION OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2191
(905)704-2203 (Contract)
Fax (905)704-2040
8:30 - 5:00 


The **Construction** Office deals with operating policies, management, and award of **transportation** construction contracts. The Contract Section prepares contract documents for tendering, answers inquiries during the tendering stage, and manages the award process. The **Qualification** Control Section is responsible for the administration of the ministry's system of pre-qualification for road and bridge construction and maintenance **contractors**. The Estimating Section prepares the official cost estimate on construction and maintenance contracts, evaluates contractor bids, and makes award recommendations. The Construction Section and the Quality Systems Section coordinate the development of policies and guidelines for construction administration, payment, quality assurance processes, and contracting methods. The Claims Section assesses engineering claims appealed to the Assistant Deputy Minister, Operations Division and develops policies related to the ministry's dispute resolution process.

MAINTENANCE OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2990
Fax (905)704-2848
8:30 - 5:00 


The Maintenance Office develops **standards**, operating policies and guidelines for the maintenance of the provincial highway system, and develops specifications, standards, policies and procedures for the purchase, repair, maintenance and operation of the ministry's vehicles and equipment. The office includes the Government Garage which provides fleet services to senior government officials. The office also provides technical leadership and training in the areas of highway maintenance, new maintenance technology contracting, facilities maintenance, roadside vegetation management, **pavement** markings, sign manufacturing, fleet maintenance and repairs, vehicle operation, maintenance data management, and coordination of transportation related issues and operations during provincial emergencies.

PROPERTY OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2191
Fax (905)704-2030
8:30 - 5:00 

The Property Office is responsible for the development of provincial operational policies and procedures in the areas of property appraisal, acquisition, land management, sales, and leasing. The office ensures monitoring processes are carried out to obtain good quality and uniform standards of performance; reviews selected regional land appraisals, coordinates technical training programs and systems development in property processes; and represents the ministry's interests on property expropriated cases referred to the Ontario Municipal Board.

PROGRAM MANAGEMENT BRANCH

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00 


The Program Management Branch (PMB) develops investment strategies and controls expenditures for the provincial highways management core business. PMB supports the Provincial Highways Management (PHM) core business through the provision of coordinated business planning, coordinated program planning and evaluation, consolidated financial management, and efficient administrative services, including the strategic use of I & IT resources.

INVESTMENT PLANNING AND PROGRAMMING

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00


The Investment Planning and Programming Office plans the highway capital program. IPPO coordinates provincial highway system condition information, evaluates needs, and annually develops a five-year highway capital investment plan. The office is developing an Asset Management Business Framework, which will in future aid the decision-making and stewardship of network preservation and expansion investments. Together with regional staff, the office develops and manages current and multi-year construction programs; develops proposals for partnership or special capital programs; and coordinates and maintains a history of capital expenditures. The office also manages and develops operational policy for municipal programs including: Connecting Links, First Nations, Ferries and Local Roads Boards.

RESOURCES MANAGEMENT

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00 

The Resources Management Office is responsible for overall management and control for the Provincial Highways Management core business. In the area of program management, the office works to manage current and multi-year capital programs, develop proposals and options for special and partnership programs, and provides input, support, and leadership for testing and implementation of the multi-year Capital Program. In the area of resources management, the office manages allocations and expenditure dollars for Operations and Maintenance Program, Special Projects, and First Nations funding. It also provides analysis for risk management of allocations, liaison between field and corporate offices to ensure process control, implementation and accountability, and provides training for the financial aspects of the contract administration processes as well as input, support and leadership for testing and implementing Capital Improvement Delivery (CID) System.

RESOURCES PLANNING OFFICE

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00 

The Resources Planning Office is responsible for coordinating all aspects of the business planning process on behalf of the Provincial Highways Management core business which includes strategic, operating, capital, human resources, I&IT and Electronic Service Delivery plans. RPO also plays an ongoing strategic advisory role to support Operations Division business directions. This office also coordinates human resources and organizational development initiatives for the division which includes succession management, recruitment, learning and development strategies and technical training for the Provincial Highways Management core business. In the communications field, the office provides technical communication and marketing services. As well, RPO provides administrative support for Operations and the Joint Ops/PP&S Executive Committees.


REGIONAL OFFICES

Regions support delivery functions for the ministry's Operations, Administration, Policy, Planning and Safety and Regulation programs and, in Northwestern Region only, the Remote **Air** Program. Each of the five regions is responsible for a defined geographic part of the province. The five regional offices situated in London (Southwestern Region), Downsview (Central Region), Kingston (Eastern Region), North Bay (Northeastern Region) and Thunder Bay (Northwestern Region) perform the route planning, design, construction and maintenance for the provincial highway system.


REGIONAL DIRECTORS

The province is divided into five geographic regions, with the regional director in each area (listed separately) responsible for the planning, design, construction and maintenance of provincial highways; and the delivery of other programs that support access to local communities.

CENTRAL REGION (TORONTO)

Bldg D
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5412
Fax (416)235-5266
8:30 - 5:00 


ENGINEERING OFFICE

Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5553
Fax (416)235-3436
8:30 - 5:00 

The Engineering Office is responsible for the coordination of all aspects of the planning and design of provincial highways. This office is comprised of staff in the fields of project management, highway design, geotechnical engineering, electrical engineering and structural (bridge) engineering. The Engineering Office manages the planning and preliminary design associated with new highways, highway expansion and projects that include the preparation of construction

contracts for highway improvements. This office is responsible for the delivery of the ministry's capital construction program for Central Region.

CORRIDOR MANAGEMENT OFFICE


Bldg D
7th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5385
Toll Free 1-866-636-0663
Fax (416)235-4267
8:30 - 5:00 

The Corridor Management Office administers control over the following on and adjacent to Provincial Highways: Commercial Signage, Building and Land use, Entrances, Encroachments on MTO right-of-way, Utility Management in MTO corridors, Severances, Official Plans, Zoning By-Laws, Minor Variances and Subdivisions. The office is responsible for reviewing applications from developers, municipalities, utility companies and the general public, reviewing for adherence to policies and impacts on the highway system, resolving conflicts, issuing permits and enforcement of violations of policies.


HIGHWAY ENGINEERING - DURHAM AND NIAGARA

Bldg D
5th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5581
Fax (416)235-4002
8:30 - 5:00


HIGHWAY ENGINEERING - PEEL, HALTON

Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-4008
8:30 - 5:00 


HIGHWAY ENGINEERING - METRO AND YORK

Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5527
Fax (416)235-4008
8:30 - 5:00 

HIGHWAY ENGINEERING-HAMILTON


Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-4008
8:30 - 5:00 

DRAINAGE AND HYDROLOGY ENGINEERING

Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-4008
8:30 - 5:00 


In the practice of drainage and hydrology, the Ministry of Transportation adopts methods and options that achieve the transportation objectives, that would enhance highway safety, optimize capital cost for drainage infrastructure, and protect the natural environment. In the development of highway drainage plans, the Drainage and Hydrology Engineering unit works in collaboration with MTO highway engineers, environmental planners, consultants, the conservation authorities, municipalities, and provincial and federal agencies to achieve those objectives. The ministry, through the Public Transportation and Highway Improvement Act, is mandated to regulate all developments adjacent to the highway. A drainage review for those developments is required as part of the permit process to ensure that highway safety and adverse impacts to the highway are appropriately addressed.

PROPERTY SECTION

Bldg D
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4953
Fax (416)235-4940
8:30 - 5:00 


The primary function of the Property Section is to provide property and property rights for the construction and maintenance of provincial highway in Ontario. This involves the determination of settlement of compensation arising from the acquisition of land or interests in the land, along with the removal of buildings or other obstacles to allow for highway construction. Secondly, the property Section is responsible for the management, leasing, and disposal of property declared surplus to right-of-way requirements and property held pending highway construction. The responsibility of investigating and settling damage and business loss **claims** arising from ministry construction activities, along with damage claims arising from survey, construction, and maintenance operations, but excluding contractors' liabilities also lies within the Property Section.

SURVEYS AND PLANS SECTION

Bldg D
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4954
Fax (416)235-4940
8:30 - 5:00 

Surveys and Plans Section provides both pre-contract engineering surveying and legal (cadastral) surveying services. Pre-contract engineering surveying involves data capturing of existing ground conditions to be used for highway planning/design/construction and maintenance activities. Legal surveying involves the definition of new and existing property boundaries for three main purposes, firstly, for acquiring lands for highway construction, secondly, for disposing surplus properties after construction and thirdly, for maintaining jurisdictional control of the existing infrastructure, e.g. designation, transfer, closing and assumption of the provincial highway network.

PLANNING AND ENVIRONMENTAL OFFICE

Bldg D
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5485
Fax (416)235-4940
8:30 - 5:00 

The Planning and Environmental Office carries out location/concept design studies, and all aspects of the environmental assessment process for new highways. The office provides environmental assessment, environmental protection, and specialty archaeological, acoustical, landscape, fisheries and waste management services to engineering, construction and operations/maintenance projects. In addition, the office is responsible for environmental standards policy for Operations Division.

REGIONAL DRIVERS AND VEHICLES

The Regional Drivers and Vehicles office, consisting of the Driver Examination Centres /MTO Issuing Office and Enforcement Office, reports to the Road User Safety Division.

EASTERN REGION (KINGSTON)

355 Counter St
 Postal Bag 4000
 Kingston K7L 5A3
 (613)544-2220 (Main Switchboard)
 Toll Free 1-800-267-0295
 Fax (613)540-5106 (Planning & Design)
 Fax (613)547-1772 (Contracts Office)
 Fax (613)540-5154 (Property)
 Fax (613)545-4848 (Human Resources)
 Fax (613)545-4607 (Health & Safety)
 Fax (613)547-1774 (Operational Services)
 Fax (613)545-4821 (Engineering, Structural, Geomatics)
 Fax (613)547-1777 (Regional Director)
 Fax (613)540-5159 (Drivers & Vehicles)
 Fax (613)545-4786 (Business Services)
 Fax (613)547-1760 (Geotechnical)
 8:15 - 5:00 ♿

BANCROFT AREA OFFICE

50 Monck St
 PO Box 300
Bancroft K0L 1C0
 (613)332-3220 (Main Switchboard)
 Toll Free 1-800-554-0487 (General & Road Info)
 Fax (613)332-3751
 8:30 - 5:00 ♿

KINGSTON AREA OFFICE

355 Counter St
 PO Bag 4000
Kingston K7L 5A3
 (613)544-2220 (Main Switchboard)
 Fax (613)547-1774
 8:30 - 5:00 ♿

OTTAWA AREA OFFICE

530 Tremblay Rd
 PO Box 9530 Terminal
Ottawa K1G 0E4
 (613)745-6841 (Main Switchboard)
 Fax (613)748-5297
 8:30 - 5:00 ♿

PORT HOPE AREA OFFICE

138 Hope St N
Port Hope L1A 2P1
 (905)885-6381 (Switchboard)
 Fax (905)885-9273
 8:30 - 5:00 ♿


REGIONAL DRIVERS AND VEHICLES

The Eastern Region Drivers and Vehicles Office, consisting of the Driver Examination Centres and Enforcement Offices, is located under the Road User Safety Division.


NORTHEASTERN REGION (NORTH BAY)

Ontario Government Bldg
 Suite 301, 447 McKeown Ave
 North Bay P1B 9S9
 (705)472-7900 (Main Switchboard)
 Toll Free 1-800-461-9547 (Within Area Code 705)
 Toll Free 1-800-461-9523 (Road Information, Within Area Code 705)
 Toll Free 1-800-461-9548 (Demerit Points Interviews)
 Toll Free 1-888-570-6110 (Road Test Bookings)
 Fax (705)497-5409 ((Regional Director))
 8:30 - 5:00 ♿


OPERATIONS OFFICE

Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-6915
Fax (705)497-6877
Fax (705)497-5524 (Fleet)
8:30 - 5:00 


DISTRICT NO 52 (HUNTSVILLE)

207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-2391
Toll Free 1-800-255-7814
Fax (705)789-3606
8:30 - 5:00 


DISTRICT NO 53 (NEW LISKEARD)

500 Rockley Rd
PO Box 1390
New Liskeard P0J 1P0
General Inquiry (705)647-6761
(705)647-5406 (Drivers & Vehicles)
Toll Free 1-800-720-1120
Fax (705)647-4571
8:30 - 5:00 


COCHRANE AREA OFFICE - DISTRICT 53

74 Second St
PO Box 5000
Cochrane P0L 1C0
General Inquiry (705)272-4333
Toll Free 1-800-720-1120 (New Liskeard Office)
Toll Free 1-800-280-1465 (Cochrane Office)
Toll Free 1-800-806-6649 (Radio Room)
Fax (705)272-6448
8:30 - 5:00 


ENGINEERING SERVICES

Roberta Bondar Pl
4th Flr Suite 420, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6611
Fax (705)945-6830
8:15 - 4:30 


MAINTENANCE

Roberta Bondar Pl
4th Flr Suite 420, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6611
Fax (705)945-6890
8:15 - 4:30 


DISTRICT NO 54 (SUDBURY)

5th Flr Suite 503, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7722
Toll Free 1-800-461-9523 (Regional Road Report)
Toll Free 1-800-222-1047 (Main Switchboard)
Fax (705)564-2949 (District Engineer)
Fax (705)564-3144 (Construction)
Fax (705)564-3144 (Main Switchboard)
8:30 - 5:00 


NORTH BAY AREA OFFICE-DISTRICT NO 54

Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-5537
Fax (705)497-6800 (Area Office)
8:30 - 5:00 


DISTRICT NO 62 (SAULT STE MARIE)

Roberta Bondar Pl
4th Flr Suite 420, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6611
(705)945-5924 (Road Information)
Toll Free 1-877-366-0669 (General Information)
Toll Free 1-800-340-2454 (Road Information)
Fax (705)942-5225 (DE)
Fax (705)945-6830 (General)
8:15 - 4:30 


CHAPLEAU PATROL

PO Box 868
Chapleau P0M 1K0
General Inquiry (705)864-1671
Fax (705)864-2918
As required 


ECHO BAY PATROL

RR 1, 306 Watson's Rd
Echo Bay P0S 1C0
General Inquiry (705)248-2641
Fax (705)248-1942
8:00 - 4:00 


GOULAIS PATROL

GD
Goulais River P0S 1E0
General Inquiry (705)649-2180
Fax (705)649-1470
8:00 - 4:00 


HORNEPAYNE

PO Box 1557
Hornepayne P0M 1Z0
General Inquiry (807)868-2054
Fax (807)868-2833
As required 


THESSALON PATROL

RR 2
Thessalon P0R 1L0
General Inquiry (705)842-3012
Fax (705)842-0468
As required 


WAWA

PO Box 199
Wawa P0S 1K0
General Inquiry (705)856-4301
Fax (705)856-1570
As required 

WHITE RIVER PATROL

PO Box 10
White River P0M 3G0
General Inquiry (807)822-2260
Fax (807)822-2920
As required 


MUNICIPAL

Roberta Bondar Pl
4th Flr Suite 420, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6611
Fax (705)945-6830
8:15 - 4:30 

REGIONAL DRIVERS AND VEHICLES


The Northern Region Drivers and Vehicles Office, consisting of the Driver Examination Centres and Enforcement Offices, is located under the Road User Safety Division.

NORTHWESTERN REGION (THUNDER BAY)


615 South James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2000
(807)473-2100 (Road Info)
Toll Free 1-800-465-5034 (General Info)
Toll Free 1-800-465-5032 (Road Info)
Fax (807)473-2165 (Director)
Fax (807)473-2157
8:00 - 5:00 

Northwestern Region's boundaries are from the Manitoba border, easterly to 5 kms west of White River. The regional office is responsible for the planning, design, construction and maintenance of provincial highways; the examination and licensing of drivers; the registration and licensing of motor vehicles; the enforcement of highway carrier regulations; and the Remote Northern Transportation Program.

THUNDER BAY AREA OFFICE

615 South James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2000
Fax (807)473-2157
8:15 - 4:30 


KENORA AREA OFFICE

808 Robertson St
PO Box 5070
Kenora P9N 3X9
General Inquiry (807)468-2740
Fax (807)468-2784
8:15 - 4:30 


REGIONAL DRIVERS AND VEHICLES

The Northwestern Region Drivers and Vehicles Office, consisting of the Driver Examination Centres and Enforcement Offices, is located under the Road User Safety Division.

SOUTHWESTERN REGION (LONDON)


Exeter Road Complex
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4100
Fax (519)873-4236
8:30 - 5:00 

BUSINESS SERVICES OFFICE

Exeter Road Complex
Main Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4160
Fax (519)873-4193
8:30 - 5:00 


The Business Services Office includes Human Resources, Financial Control, Information Technology and the Occupational Health & Safety Office.

CONTRACTS OFFICE

Exeter Road Complex
2nd Flr, 659 Exeter Rd.
London N6E 1L3
General Inquiry (519)873-4372
Fax (519)873-4734
8:30 - 5:00 


This is one of five regional offices that administers and supervises contracts for construction of new highway facilities, for rehabilitation, upgrading and maintenance of the existing highways.

ENGINEERING OFFICE

Exeter Road Complex
4th Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4367
Fax (519)873-4388
8:30 - 5:00 

The Engineering Office is one of five regional offices responsible for managing pre-construction engineering activities, environmental assessment, property acquisition and disposal required for the Ministry of Transportation's highway improvement programs.

OPERATIONAL SERVICES


Exeter Road Complex
Main Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4200
(519)873-4223 (Communications Centre)
Toll Free 1-800-268-1376 (Road Reports)
Fax (519)873-4228
8:30 - 5:00 

This is one of five regional offices responsible for managing the municipal connecting link program and issuing sign, entrance and building permits with respect to the highways within Southwest Ontario. Southwest Region has three locations, London, Owen Sound and Chatham.

REGIONAL DRIVERS AND VEHICLES


The Southwestern Region Drivers and Vehicles Office, consisting of the Driver Examination Centres and Motor Carrier Enforcement Offices reports to the Road User Safety Division.

POLICY, PLANNING AND STANDARDS DIVISION

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-8521
Fax (416)327-8746
8:00 - 5:00 


The Policy, Planning and Standards Division has responsibility for the long-term planning and use of the provincial transportation network. The division provides the ministry's policy link to other modes including rail, air, marine and municipal transportation. This division contributes to Ontario's economy by helping plan a transportation network that supports trade and commerce, and by promoting competitive transportation industry through a supportive policy and regulatory environment. This division develops engineering standards, policies and guidelines for the design, construction, operation and rehabilitation of the provincial transportation system.

DIVISION SERVICES OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4209
Fax (416)235-4255
8:30 - 5:00 


The Division Services Office is the division's window to administrative, human resource and financial services. This office contributes to the division's achievement of its business objectives by providing comprehensive and coordinated services and support to the management team.

ENGINEERING STANDARDS BRANCH

Garden City Tower
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2089
Fax (905)704-2055
8:30 - 5:00 


The **Engineering** Standards Branch is responsible in the areas of highway engineering research, design, structural design, surveying, hydrology, and engineering materials, for availability of policies, procedures and systems, conformity of program delivery processes, assessment of operational efficiency and identification of needs for change and improvement and availability of professional expertise. The Engineering Standards Branch researches, develops policies, designs procedures and systems, and offers advice for the infrastructure of the King's Highway System. The branch is the custodian for several highway infrastructure condition **databases**. The branch also monitors the implementation and effectiveness of the processes and technologies used, and identifies needed improvements in consultation with the ministry's regional offices and with industry.

BRIDGE OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2406
Fax (905)704-2060
8:30 - 5:00 


MTO has an inventory of approximately 3,000 **bridges** on the provincial highway system, as well as many culverts, retaining walls, sign supports and other highway related structures. The Bridge Office contributes to the management of this infrastructure with the development, maintenance and implementation of policies, procedures, guidelines, **standards**, manuals and specifications. These ensure the safe and efficient design and **construction** of new and rehabilitated highway structures. The Bridge Office also **designs** complex structures and provides evaluation, monitoring and audit functions related to the performance of various design, construction and rehabilitation contracts and methodologies. A variety of manuals, reports, standard drawings and computer programs are available. These include the Structural Manual, Structure Rehabilitation Manual, Ontario Structure **Inspection** Manual, the Ontario Modular Bridge Analysis System (OMBAS) and the Ontario Bridge Management System (OBMS).

GEOMATICS OFFICE

Garden City Tower
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2919
Fax (905)704-2051
8:30 - 5:00 


The Geomatics Office provides the ministry with policies, standards, guidelines and procedures for cadastral, engineering and photogrammetric surveying, remote sensing, cartographic and geographic information system (GIS) applications related to provincial roads. Responsibilities include developing, monitoring and providing technical expertise in geomatics; producing photogrammetric plans, cartographic and GIS products; processing legal documents and providing control survey data and services.

HIGHWAY DESIGN OFFICE

Garden City Tower
2nd Flr N, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2293
Fax (905)704-2051
8:30 - 5:00 


The Highway Design Office provides the ministry with policies, **standards**, guidelines and procedures for civil engineering, highway design and **drainage** design related to provincial roads. It deals with the development of standards for highway geometrics, **construction**, design, drainage, hydrology, **safety** and new products. The office develops and maintains the Ontario Provincial Standards, which reflect construction and material requirements for **highways**, watermains and sewers. Responsibilities include developing, monitoring and providing technical expertise on highway design processes, highway design policy and standards, design documentation and design quality assurance. The office produces a number of highway design **publications** and manuals.

MATERIALS ENGINEERING AND RESEARCH OFFICE

Bldg C
2nd Flr Rm 233, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3733
(416)235-3715 (Bituminous)
(416)235-3705 (Concrete)
(416)235-3735 (Soils & Aggregates)
(416)235-3533 (Pavements & Foundations)
Fax (416)235-3487
8:15 - 5:00 


Through the Bituminous, Concrete, **Pavements** and Foundations, and Soils and **Aggregates** Sections, the Materials Engineering and Research Office provides quality **standards**, policies and guidelines for materials used in the **construction**, maintenance and operation of **highways**. Research projects are also carried out in these subject areas. **Laboratory testing**, technical evaluation and approval services are available for materials to be used in the design, construction, maintenance and operation of the transportation system, including highways and **bridges**. The Materials Engineering and Research Office publishes reports that are distributed within the ministry and made available to others on request.

TRAFFIC OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2960
Fax (905)704-2888
8:30 - 5:00 


The **Traffic** Office develops and implements policies, **standards** and procedures for traffic control devices (traffic **signs** and signals), illumination and **speed limits** on provincial **highways**, and electrical engineering applications. The office also maintains traffic **accident** information files for the provincial highway system; develops traffic control techniques and devices; and operational activities of the above functions are carried out by the regional offices (see the ministry's Operations Division entry).

STRATEGIC POLICY BRANCH

2nd Flr Suite 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1894
Fax (416)212-1897
8:30 - 5:00 


The Strategic Policy Branch is responsible for leading the ministry's strategic direction and integrated planning activities; managing the ministry's policy/legislative agenda and intergovernmental relations including federal/provincial issues and international activities to promote Ontario's and the ministry's transportation expertise; coordinating the ministry's participation in key stakeholder conferences; and leading the development of knowledge management applications within the ministry.

FREEDOM OF INFORMATION AND PRIVACY OFFICE

2nd Flr Suite 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1894
Fax (416)212-1897
8:30 - 5:00 


The FOI and Privacy Office coordinates requests for access to Ministry of Transportation (MTO) information under the Freedom of Information and Protection of Privacy (FOIPP) Act, MTO's participation in appeals, inquiries and investigations by the Ontario Information and Privacy Commissioner, Ombudsman Ontario and the Human Rights Tribunal of Ontario. The Office is the focal point for privacy policy matters in the Ministry. In addition, the Office ensures processing of Ministerial Appointments to Agencies, Boards and Commissions.

POLICY COORDINATION OFFICE

2nd Flr Suite 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1914
Fax (416)212-1936
8:30 - 5:00 


The Policy Coordination Office manages the ministry's policy and legislative agenda; coordinates the production of briefing notes for the Minister and Deputy Minister; coordinates policy responses to other ministries/jurisdictions; provides secretariat support to the Minister and Deputy Minister; coordinates the ministry's international relations, hosts foreign delegations; promotes Ontario's and ministry's transportation expertise; coordinates MTO's participation in major stakeholder conferences.

STRATEGIC INTELLIGENCE OFFICE

2nd Flr Suite 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1925
Fax (416)212-2351
8:30 - 5:00 

The Strategic Intelligence Office supports ministry strategic direction setting, and policy and planning initiatives by: developing and implementing Knowledge Management (KM) strategies; strategic scanning of socio-economic factors; monitoring, evaluating and reporting on the performance of the ministry and the provincial transportation system.

STRATEGIC POLICY AND PLANNING OFFICE

2nd Flr Suite 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1925
Fax (416)212-2351
8:30 - 5:00 


The Strategic Policy and Planning Office provides leadership in setting the ministry's strategic direction, developing the ministry's integrated business plans and supporting program areas by positioning and preparing of cabinet submissions and corporate policy initiatives within the government's policy priorities.

STRATEGIC PROJECTS BRANCH

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4205
Fax (416)235-4000
8:30 - 5:00


The focus of the Strategic Projects Branch is to develop transportation policies and direction for new and emerging transportation trends and government businesses. This branch is the lead with regards to Public Private Partnerships.

TRANSPORTATION PLANNING BRANCH

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3975
Fax (416)235-5224
8:30 - 5:00 


The Transportation Planning Branch undertakes long range transportation planning at the provincial and regional levels, including linkages to capital planning, environmental issues, intelligent transportation systems, and data management and analysis.

DATA MANAGEMENT AND ANALYSIS OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4079
Fax (416)235-4936
8:30 - 5:00 


The Data Management and Analysis Office is responsible for coordinating the collection and analysis of transportation data for planning and policy activities, such as the Transportation Tomorrow Survey and the Commercial Vehicle Survey, and providing modeling and demand forecasting services for transportation systems.

INTELLIGENT TRANSPORTATION SYSTEMS OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5037
Fax (416)235-5224
8:30 - 5:00 


The Intelligent Transportation Systems Office is responsible for developing and coordinating the implementation of a strategic plan for intelligent transportation; developing deployment strategies for ITS with the Operations and Safety and Regulation Divisions; and working with other jurisdictions and stakeholders on joint deployment and ITS protocols and standards.

PROVINCIAL AND ENVIRONMENTAL PLANNING OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2104
Fax (905)704-2007
8:30 - 5:00 


The Provincial and Environmental Planning Office is responsible for undertaking area network planning for large geographic areas, long range planning for the overall provincial highway system, working with other jurisdictions to support international gateways/linkages, managing corridor/policy issues for the provincial highway system, air quality/climate change, working with other ministries/governments on environmental legislation, and ensuring ministry compliance with the Environmental Bill of Rights.

ENVIRONMENTAL POLICY AND STANDARDS

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2104
Fax (905)704-2007
8:30 - 5:30 


The Environmental Policy and **Standards** section is responsible for working with both federal and provincial regulatory agencies to influence the development of new government environmental directions and requirements as it affects Ministry of Transportation business; develop environmental policy and standards to guide highway operations when complying with environmental legislation and government policy; and negotiate policy agreements with regulatory agencies to ensure their buy-in.

URBAN PLANNING OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5325
Fax (416)235-5224
8:30 - 5:00 


The Urban Planning Office is responsible for undertaking long range planning with municipalities, for urban regions, providing support to the Ontario Planning Review, and developing plans and strategies for strategic projects and issues in urban settings.

TRANSPORTATION POLICY BRANCH

Bldg C
3rd Flr Rm 324, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3612
Fax (416)235-3573
8:30 - 5:00 


The Transportation Policy Branch is responsible for managing policy, building relationships and influencing stakeholders, municipalities and federal departments. The branch provides technical knowledge and advice on all modes of the transportation system to support policy development and broader strategic initiatives. The Branch is also responsible for transit funding programs.

FREIGHT OFFICE

Bldg C
3rd Flr Rm 330, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3604
Fax (416)235-4850
8:30 - 5:00 


The **Freight** Office is responsible for understanding the overall freight transportation system and its components, the relationship between user requirements and service providers, the development of operational policies for components of the system, and interacting with stakeholders and their associations.

INTER-REGIONAL TRANSIT OFFICE

Bldg C
3rd Flr Rm 330, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4204
Fax (416)235-4180
8:30 - 5:00 


The Inter-Regional **Transit** Office is responsible for understanding the overall transit environment in the province, developing policies for all components of transit **transportation**, interacting with stakeholders and their associations, government transit programs, promoting initiatives to improve inter-regional transit in the Golden Horseshoe, and managing the relationship between the ministry, transit authorities, federal and municipal government sectors.

MUNICIPAL OFFICE

Bldg C
3rd Flr Rm 324, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5538
Fax (416)235-3573
8:30 - 5:00 


The **Municipal** Office is responsible for understanding the overall municipal transportation system and its components, the development of operational policies for components of the system, interacting with stakeholders and their associations, monitoring the impact of Local Services Realignment and managing the relationship between the ministry and the municipal sector.

PASSENGER OFFICE

Bldg C
3rd Flr Rm 330, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4058
Fax (416)235-4932
8:30 - 5:00 


The Passenger Office is responsible for understanding the overall intercity passenger transportation system and its components, the relationship between user requirements and service providers, the development of operational policies for components of the system, and interacting with stakeholders and their associations. The Office is also responsible for managing the relationship with GO Transit.

ROAD USER SAFETY DIVISION

Bldg A
Main Flr Rm 187, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-2999
Fax (416)235-4153
8:00 - 5:00 


The Road User Safety Program will continue to contribute to Ontario's successful safety record by improving road safety and mobility through the promotion and regulation of responsible driving behavior. The key objective is to reduce death and injury on our roads by developing, promoting and participating in road user safety programs. It also promotes the customer responsiveness, effectiveness and cost efficiency in the delivery of its programs including driver and vehicle products. The Assistant Deputy Minister, Road User Safety, is responsible for the coordination of all Road User Safety activities for the province, and acts as the Registrar of Motor Vehicles for Ontario.

BUSINESS SERVICES BRANCH

Bldg A
Rm 154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3824
(416)235-4871 (Receptionist)
Fax (416)235-3729 (Contract Performance Management)
Fax (416)235-5362
Fax (416)235-4474 (Executive)
Fax (416)235-4340 (Alternative Service Delivery Project)
8:30 - 5:00 


The Business Services Branch facilitates and coordinates top quality business, financial and human resources planning, coordination and integration services for the RUS Division. The Branch supports and delivers initiatives relative to the OPS Quality Service Strategy and provides coordination and consultative services in the areas of performance effectiveness measurement and continuous improvement. This branch also has responsibility for the Alternate Services Delivery for Driver Examination.

CARRIER SAFETY AND ENFORCEMENT BRANCH

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2530
8:00 - 4:30 


The Carrier **Safety** and Enforcement Branch promotes and improves the safe operation of commercial **vehicles** in Ontario. It regulates road users and vehicles, monitors and improves compliance levels and manages enforcement. It develops educational, legislative, regulatory, policy and program initiatives to influence the performance of the truck and **bus** industry using Ontario's **highways**.

CARRIER ENFORCEMENT PROGRAM OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2467
8:30 - 4:30 


The Carrier Enforcement Program Office provides program evaluation (effectiveness, efficiency). Performance reviews, technical analysis and support for field staff, enforcement facilities management, public education, marketing communications, operational policy and procedures. The office also provides expert consulting service in matters to vehicle design, performance, standards and regulation.

CARRIER SAFETY ENHANCEMENTS PROJECT

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736x42500
Fax (905)704-2467
8:30 - 4:30 


The Carrier **Safety** Enhancements Project is involved in a number of initiatives: Internet Access to Safety Ratings; CVOR Renewal and National Data Exchange.

CARRIER SAFETY POLICY OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2750
8:30 - 4:30 

Carrier Safety Policy Office is responsible for the development of legislation/regulations, project management, coordination of Cabinet Submissions, Minister's letters and briefing notes. The office is the focal point for national/international issues.

CARRIER SANCTIONS AND INVESTIGATION OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2003 (MVIS)
Fax (905)704-2525
Fax (905)704-2545 (Oversize/Overweight Permits)
Fax (905)704-2039 (Control & Sanctions)
8:30 - 5:00 

The Carrier Sanctions and **Investigation** Office provides special investigations, carrier control and **enforcement** support services for the Carrier subprogram. Investigations involve contraventions under the Highway Traffic Act, the Motor Vehicle Transport Act, the Truck Transportation Act and

the Public Vehicle Act. It monitors operations of carriers and initiates control and sanction proceedings against offenders. This office is also responsible for various licensing functions - truck/bus operating **licences**, MVIS licences and issuing Oversize/Overweight **permits**.


PROJECTS AND CHANGE MANAGEMENT BRANCH

Bldg C

Rm 143 & 145, 1201 Wilson Ave

Downsview M3M 1J8

General Inquiry (416)235-4249

Fax (416)235-4111 

The Projects and Change Management Branch is responsible for supporting business transformation in the Road User Safety Division. Specifically the branch provides project management and change management support to help promote the evolution of the division's core business areas. The branch is a major point of contact for the division concerning the government's Electronic Service Delivery initiative and has oversight responsibilities concerning the Road User Safety Systems Renewal projects in conjunction with the I&IT Cluster staff. The branch is also responsible for the Insurance Data Partnership initiative that is being developed in partnership with the Insurance Bureau of Canada.

ROAD USER SAFETY OPERATIONS


Bldg A

Rm 202, 1201 Wilson Ave

Toronto M3M 1J8

General Inquiry (416)235-2833

Fax (416)235-5672

8:30 - 5:00 

Road User Safety Operations is responsible for providing executive leadership in the delivery of province-wide Drivers and Vehicles Operations, Licensing and Control-Planning and Operations, and Alternative Service Delivery for Driver Examination.

CENTRAL REGION DRIVERS AND VEHICLES

Bldg D

2nd Flr, 1201 Wilson Ave

Downsview M3M 1J8


General Inquiry (416)235-5406

(416)235-5427 (Demerit Points Interviews)

(416)325-8580 (Road Test Booking - GTA)


Toll Free 1-888-570-6110 (Road Test Bookings)

Fax (416)235-4670


8:30 - 5:00 

The Central Region **Drivers** and Vehicles office delivers, within Central Region, the ministry's programs in the areas of driver examination and licensing, driver improvement, vehicle registration and vehicle **inspection**; and enforces the statutes and regulations related to the operation of vehicles on the highways of Ontario.


DRIVER EXAMINATION CENTRE/MTO ISSUING OFFICE**CENTRAL EAST DRIVER EXAMINATION COORDINATOR**

65 Grand Marshall Dr
Scarborough M1B 5N6
General Inquiry (416)314-6620
Fax (416)314-6810
8:30 - 5:00 


AURORA DRIVER EXAMINATION CENTRE

50 Bloomington Side Rd W
Aurora L4G 3G8
General Inquiry (905)713-7309
Fax (905)713-7314
8:30 - 5:00 


METRO EAST DRIVER EXAMINATION CENTRE

Victoria Terrace Plaza
1448 Lawrence Ave E
Toronto M4A 2V6
General Inquiry (416)325-8572
Fax (416)325-8590
8:30 - 5:00 


MORNINGSIDE DRIVER EXAMINATION CENTRE

65 Grand Marshall Dr
Toronto M1B 5N6
General Inquiry (416)314-6620 (Monday - Saturday)
Fax (416)314-6810
8:30 - 5:00 


OSHAWA DRIVER EXAMINATION CENTRE

Midtown Mall
200 John St W
Oshawa L1J 2B4
General Inquiry (905)728-7789
(905)728-7616 (Recording)
Fax (905)728-0522
8:30 - 5:00 

CENTRAL TORONTO DRIVER EXAMINATION COORDINATOR

Bldg C
1st Flr Rm 128A, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3523
Fax (416)235-5207
8:30 - 5:00 


ETOBICOKE DRIVER EXAMINATION CENTRE

Unit 120-125, 5555 Eglinton Ave W
Etobicoke M9C 5M1
General Inquiry (416)326-7378 (Monday - Saturday)
Fax (416)326-8637
8:30 - 5:00 


JOHN RHODES DRIVER EXAMINATION CENTRE


John Rhodes Ctr
7900 Airport Rd
Brampton L6T 4N8
General Inquiry (905)793-4341
Fax (905)793-5257
8:30 - 5:00


CENTRAL WEST DRIVER EXAMINATION COORDINATOR


Suite 400, 4145 North Service Rd
Burlington L7L 6A3
General Inquiry (905)315-7556
Fax (905)315-7571
8:30 - 5:00 

BURLINGTON DRIVER EXAMINATION CENTRE


Zellers Plaza
152 Plains Rd W
Burlington L7T 1E9
General Inquiry (905)632-0446
General Inquiry (905)632-5453
Fax (905)681-2377
8:30 - 5:00 


HAMILTON EAST DRIVER EXAMINATION CENTRE
370 Kenora Ave N
Stoney Creek L8E 2W2
General Inquiry (905)561-7822
Toll Free 1-888-810-8899
Fax (905)561-6806
8:30 - 5:00 


OAKVILLE DRIVER EXAMINATION CENTRE
2035 Cornwall Rd
Oakville L6J 2W1
General Inquiry (905)845-5761
Fax (905)842-9532
8:30 - 5:00 

ST CATHARINES DRIVER EXAMINATION CENTRE
Unit 1, 285 Bunting Rd
St Catharines L2M 7T9
General Inquiry (905)646-2957
Toll Free 1-800-524-9908
Fax (905)646-5804
8:30 - 5:00 


DOWNSVIEW DRIVER EXAMINATION CENTRE
Bldg E
1st Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4949
Fax (416)235-5626
8:30 - 5:00


DOWNSVIEW DRIVER EXAMINATION CENTRE
Bldg A
2680 Keele St
Downsview M3M 3E6
General Inquiry (416)235-2999
Toll Free 1-800-268-7590
Fax (416)235-5000
8:30 - 5:00 


HAMILTON DRIVER EXAMINATION CENTRE
370 Kenora Ave N
Stoney Creek L8E 2W2
(905)561-5926 (Auto Attendant)
Fax (905)561-6806
8:30 - 5:00 


QUEEN'S PARK ISSUING OFFICE
Macdonald Block
1st Flr, 900 Bay St
Toronto M7A 2A2
General Inquiry (416)325-8650
Fax (416)325-2673
8:30 - 5:00 


ENFORCEMENT OFFICES

DURHAM ENFORCEMENT OFFICE
Midtown Mall
200 John St W
Oshawa L1J 2B4
General Inquiry (905)728-9187
Fax (905)728-1889
8:30 - 5:00 


HALTON ENFORCEMENT OFFICE
Suite 400, 4145 North Service Rd
Burlington L7L 6A3
General Inquiry (905)315-7556
Fax (905)315-7571
8:00 - 5:00 

HAMILTON/NIAGARA ENFORCEMENT OFFICE
903 Barton St E
Stoney Creek L8E 5P5
General Inquiry (905)643-7947x201
(905)892-8631 (Niagara Sub Office)
Fax (905)643-7529
8:30 - 5:00 


PEEL ENFORCEMENT OFFICE
John Rhodes Driver Examination Ctr
7900 Airport Rd
Brampton L6T 4N8
General Inquiry (905)793-4345
Fax (905)793-9553
8:30 - 5:00 

TORONTO ENFORCEMENT OFFICE
2064 Kennedy Rd
Scarborough M1T 3V1
General Inquiry (416)325-2645
Fax (416)325-8591
8:30 - 5:00 

YORK ENFORCEMENT OFFICE


1st Flr, 50 Bloomington Rd W
Aurora L4G 3G8
 General Inquiry (905)713-7324
 Fax (905)713-7328
 8:30 - 5:00 

FIELD OPERATIONS BRANCH


Suite 301, 447 McKeown Ave
 North Bay P1B 9S9
 General Inquiry (705)472-7900
 Fax (705)497-5439
 8:30 - 5:00 

The Field Operations Branch delivers, within Southwestern, Eastern, Northern and Northwestern Regions, the ministry's programs in the areas of **driver** examination and licensing, driver improvement, vehicle registration and vehicle **inspection**; and enforces the statutes and regulations related to the operation of vehicles on the highways of Ontario.


EASTERN REGION DRIVERS AND VEHICLES

355 Counter St
Kingston K7L 5A3
 (613)547-1761 (Enforcement Only)
 Toll Free 1-888-570-6110 (Road Test Bookings)
 Toll Free 1-800-267-0293 (Demerit Points Interviews)
 Fax (613)540-5159
 8:30 - 5:00 


KINGSTON DISTRICT OFFICE

355 Counter St
 Postal Bag 4000
Kingston K7L 5A3
 General Inquiry (613)545-4764
 (613)547-1761 (Enforcement Only)
 Toll Free 1-800-267-0295 (Demerit Point Inquiries)
 Fax (613)545-4632
 8:30 - 5:00 


OTTAWA DISTRICT OFFICE

1570 Walkley Rd
Ottawa K1V 6P5
 (613)731-3962 (Driver Examination)
 (613)731-1474x118 (Oversize/Overweight Permits)
 (613)731-3731 (Driver Examination)
 (613)731-2803 (IRP)
 (613)731-5938 (Enforcement Only)
 Fax (613)731-1444
 8:30 - 5:00 

NORTHERN REGION DRIVERS AND VEHICLES

Ontario Government Bldg
 Suite 301, 447 McKeown Ave
North Bay P1B 9S9
 General Inquiry (705)472-7900
 Toll Free 1-800-461-9548 (Demerit Points Interviews)
 Toll Free 1-888-570-6110 (Road Test Bookings)
 Fax (705)497-5439
 8:30 - 5:00 

DRIVER EXAMINATION CENTRES AND ENFORCEMENT OFFICES**ESPANOLA**

Ontario Government Complex
 148 Fleming St
Espanola P5E 1R8
 General Inquiry (705)869-4884 (Open Tuesday, Thursday, and Friday
 8:45 a.m. - 12:00 p.m. (noon)
 1:00 p.m. - 5:00 p.m.)
 Toll Free 1-888-570-6110 (Road Test Bookings)
 Fax (705)869-5602
 8:45 - 5:00 

HUNTSVILLE

207 Main St W

PO Bag 5000


Huntsville P1H 1Z9General Inquiry (705)789-3459 (closed from
12:00 p.m. (noon) to 1:00 p.m.)

(705)789-2391x270 (Enforcement)

Toll Free 1-888-570-6110 (Road Test

Bookings)

Fax (705)789-9533

8:45 - 5:00 **KAPUSKASING**

West Rd Hwy 11

RR 2

Kapuskasing P5N 2X8

General Inquiry (705)335-4290 (Open

Monday, Tuesday, Thursday, and Friday.


9:00 a.m. - 12:00 p.m. (noon) and 1 p.m. to 5
p.m)

Other 1-800-461-9547 (Enforcement)

Toll Free 1-888-570-6110 (Road Test

Bookings)

Fax (705)335-8765

9:00 - 5:00 **KIRKLAND LAKE**


10 Government Rd E

Kirkland Lake P2N 1A2General Inquiry (705)568-4510 (Open Mon.,
Wed., and Fri.9:00 a.m. - 12:00 p.m. (noon) and 1 p.m. - 5
p.m)

Toll Free 1-888-570-6110 (Road Test

Bookings)

Fax (705)568-4515

9:00 - 5:00 **NEW LISKEARD**

500 Rockley Rd

PO Box 1390

New Liskeard P0J 1P0

General Inquiry (705)647-5406


(705)647-7237 (Enforcement)

Toll Free 1-800-720-1120x190

Toll Free 1-888-570-6110 (Road Test

Bookings)

Fax (705)647-4571

8:45 - 5:00 **NORTH BAY**

Ontario Government Bldg

Suite 301, 447 McKeown Ave

North Bay P1B 9S9

General Inquiry (705)497-5414

(705)497-5412 (Drivers & Vehicles)


(705)497-5411 (Enforcement Office)

Toll Free 1-800-461-9547 (D&V)

Toll Free 1-888-570-6110 (Road Test
Bookings)

Fax (705)497-5415 (Enforcement)

Fax (705)497-5533 (D&V)

8:30 - 5:00 **SUDBURY**

Montrose Mall

782 Lasalle Blvd


Sudbury P3A 4V4

General Inquiry (705)566-0315

(705)566-0315x233 (Enforcement Office)

Toll Free 1-888-570-6110 (Road Test
Bookings)

Fax (705)564-4122

8:30 - 5:00 **TIMMINS**

Ontario Government Complex E Wing

Hwy 101 E

Postal Bag 4000


South Porcupine P0N 1H0General Inquiry (705)235-1460 (Timiskaming
& Cochrane)

(705)235-1469 (Enforcement Office)

Toll Free 1-888-570-6110 (Road Test

Bookings)

Fax (705)235-1475

8:30 - 5:00 **NORTHWESTERN REGION DRIVERS
AND VEHICLES**

2nd Flr, 615 South James St


Thunder Bay P7E 6P6

General Inquiry (807)473-2072

(807)473-2021 (Enforcement/Highway
Carrier)Toll Free 1-888-570-6110 (Road Test
Bookings)Toll Free 1-800-461-9548 (Demerit Point
Inquiry)

Fax (807)473-2133 (Thunder Bay District)

Fax (807)473-2147

8:30 - 5:00 

DRIVER EXAMINATION CENTRES AND ENFORCEMENT OFFICES

KENORA

808 Robertson St
PO Box 2250
Kenora P9N 3X8
General Inquiry (807)468-2774
Fax (807)468-6987
8:15 - 4:30

SAULT STE MARIE

740 Great Northern Rd
Sault Ste Marie P7A 5K7
General Inquiry (705)945-9393
Fax (705)945-6851
8:30 - 5:00

THUNDER BAY

1st Flr, 615 South James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2122
Fax (807)473-2133
8:30 - 5:00

SOUTHWESTERN REGION DRIVERS AND VEHICLES

Exeter Road Complex
Main Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4300
Toll Free 1-888-276-7885 (Demerit Points Interviews)
Toll Free 1-888-570-6110 (Road Test Bookings)
Toll Free 1-800-773-1775
Fax (519)873-4332 (Regional)
8:30 - 5:00

KITCHENER DISTRICT

ENFORCEMENT OFFICE

Suite 11, 1405 Ottawa St N
Kitchener N2A 3Z1
General Inquiry (519)893-2314
(519)893-2314x211 (Over-Dimensional Permits)
(519)893-2469 (International Registration Plan)
Toll Free 1-800-265-6363
Fax (519)893-5467
8:30 - 5:00

LONDON DISTRICT

DRIVER EXAMINATION

Exeter Road Complex
Main Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4300
Toll Free 1-800-773-1775
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (519)873-4332 (Regional)
Fax (519)873-4306 (District)
8:30 - 5:00

ENFORCEMENT

Exeter Road Complex
1st Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4285
(519)873-4284 (Over-Dimensional Permits)
(519)873-4280 (International Registration Plan)
Toll Free 1-800-265-6072
Fax (519)873-4306
8:30 - 5:00

WINDSOR DISTRICT


DRIVER EXAMINATION

Southgate Plaza
2470 Dougall Ave
Windsor N8X 1T2
General Inquiry (519)972-7349
Toll Free 1-800-265-1341
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (519)973-1492
8:30 - 5:00

ENFORCEMENT

Southgate Plaza
2470 Dougall Ave
Windsor N8X 1T2
General Inquiry (519)972-7349
(519)972-9044x249 (International Registration Plan)
(519)972-7349x211 (Over-Dimensional Permits)
Toll Free 1-800-265-1341
Fax (519)966-7567
8:30 - 5:00

LICENSING AND CONTROL BRANCH - OPERATIONS

Bldg A
Main Flr Rm 199, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-2999
Fax (416)235-5211
8:30 - 5:00 


The **Licensing** and Control Branch administers a program of products and services on **driver** and vehicle licensing and introduces new technologies to accommodate the changing needs of its customers. The branch regulates driver qualifications and performance and maintains licensing and **conviction records** for drivers and **vehicles**. It also provides driver and vehicle information to the public, the courts and law enforcement agencies. For inquiries concerning vehicle licensing, driver control (suspensions, demerit points), driver licensing (renewals, change of address) and the Canadian Agreement on Vehicle **Registration**, contact the nearest regional or district Drivers and Vehicles Office.

OPERATIONAL POLICY OFFICE

Bldg A
Lower Level Rm B-051, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4612
Fax (416)235-4646
8:00 - 5:00


The Operational Policy Office develops and implements new policies and procedures, monitors existing programs, identifies, analyzes and resolves post implementation problems and communicates and distributes updates and new information to the Driver and Vehicle Delivery Network. It also coordinates the Ministry Driver Handbook Committee and ensures public education material reflects rules of the road and other relevant Road Safety information. It also approves instructor courses and provides technical training to program staff. In addition, this office is responsible for administrating the Driver Certification Program and the Driver Licensing and Vehicle Registration Programs and coordinating the administration development of the independent driver and licence issuing offices.

LICENSING AND CONTROL BRANCH - PLANNING

Bldg C
Rm 148, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3881
Fax (416)235-4433
8:00 - 5:00 


Administers and supports the delivery of products and services on driver licensing and vehicle registration. The branch monitors the delivery of services across the province to ensure that customers receive complete and accurate products, that correct fees are collected and deposited to the credit of the province, and that all driver, vehicle, carrier and other road user records are properly maintained.

SAFETY POLICY AND EDUCATION BRANCH

Bldg A
Main Flr Rm 199, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
Fax (416)235-5139
8:00 - 4:30 


The Safety Policy and Education Branch promotes road user safety through policy development, research, marketing and public education as well as special projects.

ROAD SAFETY MARKETING OFFICE

Bldg A
Main Flr Rm 212, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
(416)235-3473 (Road Safety Information & Programs, Info Sheets, Posters, Handbooks, Brochures)
Fax (416)235-5129 (Downsview)
Fax (416)235-5068 (To Order Road Safety Brochures)
Fax (807)473-2147 (Thunder Bay)
Fax (613)545-4737 (Kingston)
Fax (705)497-5439 (North Bay)
Fax (519)873-4332 (London)
8:00 - 4:30 


The **Road Safety** Marketing Office develops provincial programs that promote road user safety; works with community networks to deliver road user safety programs; and monitors road user safety activity through liaisons with stakeholders and other jurisdictions.

ROAD SAFETY PROGRAM OFFICE

Bldg A
Main Flr Rm 212, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
Fax (416)235-3633
8:00 - 4:30 


The Road Safety Program Office promotes safety on Ontario's highways by researching, planning, developing and evaluating road user safety initiatives directed at drivers, vehicles and other road users. The legislation and regulations primarily involve the Highway Traffic Act, Motorized **Snow Vehicles** Act and the Off-Road Vehicles Act.

SERVICE DEVELOPMENT AND IMPROVEMENT BRANCH

Bldg C
Rm 128, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5038
Fax (416)235-4309
8:30 - 4:30 

Service Development and Improvement Branch identifies best practices and effectively implements assigned new program delivery initiatives.


TRANSPORTATION I&IT CLUSTER

4th Flr, 30 College St
Toronto M5G 1K2
General Inquiry (416)327-3754
Fax (416)327-3755
8:30 - 5:00 

The Transportation Information and Information Technology Cluster provides leadership in the planning and deployment of information technology for the Ministry of Transportation, to enable the delivery of transportation programs and services, support the generation of new business opportunities, and build on key elements of the Government Information and Information Technology infrastructure.


AGENCIES, BOARDS AND COMMISSIONS

GO TRANSIT

Suite 600, 20 Bay St
Toronto M5J 2W3
General Inquiry (416)869-3600 (Head Office)
(416)869-3600x7273 (Lost & Found)
(416)869-3200 (Customer Service)
TTY 1-800-387-3652
Toll Free 1-888-438-6646 (1 888 GET ON GO)
Fax (416)869-3525 (Head Office)
www.gotransit.com
8:00 - 4:30 

The Greater Toronto **Transit** Authority (**GO Transit**) is the Province of Ontario's interregional public transit service for the Greater Toronto and Hamilton areas. The GO started as a single **rail** line in 1967 and is now an integrated network of train and bus services running over an 8,000 square kilometre (3,000 square mile) area up to 100 kilometres (60 miles) from downtown Toronto. GO Transit contracts with CN and CP to provide GO Train service; GO Transit operates GO Bus service directly. GO Transit is governed by a Board of Directors appointed by the Province. Its **library** is open to the public (416) 869-3600 x5339.

ONTARIO HIGHWAY TRANSPORT BOARD

10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)326-6732
Fax (416)326-6738
www.ohtb.gov.on.ca
8:15 - 4:15 

The Ontario Highway Transport Board, an administrative tribunal, issues new and/or extensions to operating **licences** for public **vehicles** for-hire services, approval or rejection of transfers of operating licences and share transfers, and deals with application to suspend, cancel or impose conditions on operating licences under the Public Vehicles Act and part I of the Motor Vehicle Transport Act, 1987. These two Acts require that for-hire **bus** operators hold an appropriate operating licence. The Ontario Highway Transport Board operates as a quasi-judicial administrative tribunal. Under the Public Vehicles Act and the Motor Vehicle Transport Act, the Board controls entry and maintains an orderly development in the business of transporting passengers for compensation in public vehicles, both within Ontario and to other jurisdictions.

ACTS

Airports Act
Bridges Act
Capital Investment Plan Act
Commuter Services Act
Dangerous Goods Transportation Act
Ferries Act
Fuel Tax Act
GO Transit Act
Greater Toronto Transit Authority Act
Highway Traffic Act
Local Roads Boards Act
Ministry of Transportation Act
Motorized Snow Vehicles Act
Off-Road Vehicles Act
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- Day Nurseries Act, R.S.O. 1990, c. D.2
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- Dead Animal Disposal Act (Agriculture and Food)
- Deaf-Blind Awareness Month Act, 2000, S.O. 2000, c.34 (Citizenship)
- Debt Collectors Act (Consumer and Business Services)
- Dental Hygiene Act, 1991 (Health and Long-Term Care)
- Dental Technology Act, 1991 (Health and Long-Term Care)
- Dentistry Act, 1991 (Health and Long-Term Care)
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- Development Charges Act, 1997 (Municipal Affairs and Housing)
- Development Corporations Act (Enterprise, Opportunity and Innovation)
- Development Services Act (Long-term care programs and services) (Health and Long-Term Care)
- Developmental Services Act, R.S.O. 1990, c. D.11 (Community, Family and Children's Services)
- Dietetics Act, 1991 (Health and Long-Term Care)
- Discriminatory Business Practices Act (Consumer and Business Services)
- Disorderly Houses Act (Attorney General)
- District Social Services Administration Boards Act, R.S.O. 1990, c. D15 (Community, Family and Children's Services)
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- Domestic Violence Protection Act, 2000 (Attorney General)
- Dower and Miscellaneous Abolition Act, 1980 (Attorney General)
- Drainage Act (Agriculture and Food)
- Drug and Pharmacies Regulation Act (Health and Long-Term Care)
- Drug Interchangeability and Dispensing Fee Act (Health and Long-Term Care)
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- Edible Oil Products Act (Agriculture and Food)
- Education Accountability Act, 2000 (Education)
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- Education Quality and Accountability Office Act, 1996 (Education)
- Elderly Persons Centres Act (Health and Long-Term Care)
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- Electricity Act, 1998 (Finance)
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- Electronic Commerce Act, 2000 (Attorney General)
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- Employer Health Tax Act (Finance)
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- Energy Efficiency Act, RSO 1990 (Energy)
- English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986 (Attorney General)
- Environmental Assessment Act (Environment)
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- Extra-Provincial Corporations Act (Consumer and Business Services)
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- Fair Municipal Finance Act No. 1, 1997 (Finance)
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- Fairness for Parents and Employees Act (Teachers' Withdrawal of Services), 1997 (Education)
- Fairness is a Two-Way Street Act (Construction Labour Mobility), 1999 (Labour)
- Family Benefits Act, R.S.O. 1990, c. F2 (Community, Family and Children's Services)
- Family Law Act (Attorney General)
- Family Responsibility and Support Arrears Enforcement Act, 1996 (Attorney General)
- Family Responsibility and Support Arrears Enforcement Act, 1996, S.O. 1996, c.31 (Community, Family and Children's Services)
- Farm Implements Act (Agriculture and Food)
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- Farm Products Grades and Sales Act
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 Fraudulent Conveyances Act (Attorney General)
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 Freshwater Fish Marketing Act (Ontario) (Natural Resources)
 Frustrated Contracts Act (Attorney General)
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 Gaming Control Act, 1992 (Consumer and Business Services)
 Gananogue Lands Act, 1961-62 (Natural Resources)
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 Homemakers and Nurses Services Act (Health and Long-Term Care)
 Homes for Retarded Persons Act (long-term care programs and services) (Health and Long-Term Care)
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 Horse Riding Safety Act, 2001 (Consumer and Business Services)
 Hospital Labour Disputes Arbitration Act (Labour)
 Hospitals and Charitable Institutions Inquiries Act (Attorney General)
 Hotel Registration of Guests Act (Attorney General)
 Housing Development Act (Municipal Affairs and Housing)
 Human Rights Code, R.S.O. 1990 c. H.19 (Citizenship)
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- Hypnosis Act (Health and Long-Term Care)
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 Income Tax Act (Finance)
 Independent Health Facilities Act (Health and Long-Term Care)
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 Indian Lands Agreement Confirmation Act, 1989 (Native Affairs)
 Indian Welfare Services Act, R.S.O. 1990, c. I.4 (Community, Family and Children's Services)
 Industrial and Mining Lands Compensation Act (Natural Resources)
 Innkeepers Act (Attorney General)
 Instructional Time: Minimum Standards Act, 1998 (Education)
 Insurance Act (Finance)
 Insurance Statute Law Amendment Act, 1993 (Finance)
 Intercountry Adoption Act, 1998, S.O. 1998, c.29 (Community, Family and Children's Services)
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 Lakes and Rivers Improvement Act (Natural Resources)
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 Marriage Act (Consumer and Business Services)
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 Meat Inspection Act (Ontario) (Agriculture and Food)
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- Mental Health Act (Health and Long-Term Care)
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- Metropolitan Toronto Convention Centre Corporation Act (Tourism and Recreation)
- Midwifery Act, 1991 (Health and Long-Term Care)
- Migratory Birds Convention Act (Canada) - Ontario Regulations (Natural Resources)
- Milk Act (Agriculture and Food)
- Mineral Emblem Act (Natural Resources)
- Mining Act (Northern Development and Mines)
- Mining Tax Act (Finance)
- Ministry of Agriculture, Food and Rural Affairs Act (Agriculture and Food)
- Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20 (Community, Family and Children's Services)
- Ministry of Community and Social Services Act (sections 11.1 and 12 re: long-term care programs and services only) (Health and Long-Term Care)
- Ministry of Consumer and Business Services Act (Consumer and Business Services)
- Ministry of Correctional Services Act (Public Safety and Security)
- Ministry of Energy Act, RSO 1990 (Energy)
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- Ministry of Health Act (Health and Long-Term Care)
- Ministry of Industry, Trade and Technology Act (Enterprise, Opportunity and Innovation)
- Ministry of Intergovernmental Affairs Act (Intergovernmental Affairs)
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- Ministry of Municipal Affairs and Housing Act (Municipal Affairs and Housing)
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- Municipality of Shuniah Act, 1936 (Municipal Affairs and Housing)
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- Negligence Act (Attorney General)
- Niagara Parks Act (Tourism and Recreation)
- North Georgian Bay Recreational Reserve Act, 1962-63 (Natural Resources)
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| Oak Ridges Moraine Protection Act, 2001 (Municipal Affairs and Housing) | Ontario Mental Health Foundation Act (Health and Long-Term Care) |
| Occupational Health & Safety Act (Labour) | Ontario Mineral Exploration Act (Northern Development and Mines) |
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- Representation Act, 1996 (Ombudsman Ontario)
- Research Foundation Act (Enterprise, Opportunity and Innovation)
- Residential Complex Sales Representation Act (Consumer and Business Services)
- Respiratory Therapy Act, 1991 (Health and Long-Term Care)
- Retail Business Holidays Act (Consumer and Business Services)
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- Rights of Labour Act (Labour)
- Road Access Act (Municipal Affairs and Housing)
- Royal Botanical Gardens Act, 1989 (Culture)
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- Safety and Consumer Statutes Administration Act (Consumer and Business Services)
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- Seine River Diversion Act, 1952 (Natural Resources)
- Settled Estates Act (Attorney General)
- Settlers' Pulpwood Protection Act (Natural Resources)
- Shoreline Property Assistance Act (Municipal Affairs and Housing)
- Short Forms of Leases Act (Attorney General)
- Short Line Railways Act, 1995 (Transportation)
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- Small Business Development Corporations Act (Finance)
- Smoking in the Workplace Act (Labour)
- Social Assistance Reform Act, 1997, S.O. 1997, c.25 (Community, Family and Children's Services)
- Social Contract Act, 1993 (Finance)
- Social Housing Reform Act, 2000 (Municipal Affairs and Housing)
- Social Work and Social Service Work Act, 1998, S.O. 1998, c.31 (Community, Family and Children's Services)
- Soldiers' Aid Commission Act, R.S.O. 1960, c.377 (Community, Family and Children's Services)
- Solicitors Act (Attorney General)
- Spruce Pulpwood Exportation Act (Natural Resources)
- St. Clair Parks Commission Act, 2000 (Tourism and Recreation)
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- Stability & Excellence in Education Act, 2001 (Education)
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- Statute Labour Act (Municipal Affairs and Housing)
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- Statutes Act (Attorney General)
- Statutes Revision Act, 1989 (Attorney General)
- Statutory Powers Procedure Act (Attorney General)
- Steep Rock Iron Ore Development Act, 1949 (Natural Resources)
- Student Protection Act, 2002 (Education)
- Substitute Decisions Act, 1992 (Attorney General)
- Succession Duty Act (Finance)
- Succession Law Reform Act (Attorney General)
- Surveyors Act (Natural Resources)
- Surveys Act (Natural Resources)
- Sustainable Water and Sewage Systems Act, 2002 (Environment)
- Tartan Act, 2000 (Culture)
- Tartan Act, 2000 (Tourism and Recreation)
- Tax Sales Confirmation Act, 1974 (Municipal Affairs and Housing)
- Teachers Pension Act, 1989 (Education)
- Teachers Pension Act (Education)
- Teaching Profession Act (Education)
- Technical Standards and Safety Act, 2000 (Consumer and Business Services)
- Telephone Act (Enterprise, Opportunity and Innovation)
- Tenant Protection Act, 1997 (Municipal Affairs and Housing)
- Territorial Division Act, 2002 (Municipal Affairs and Housing)
- Theatres Act (Consumer and Business Services)
- Ticket Speculation Act (Attorney General)
- Tile Drainage Act (Agriculture and Food)
- Time Act (Attorney General)
- Tobacco Control Act, 1994 (Health and Long-Term Care)
- Tobacco Tax Act (Finance)
- Toll Bridges Act (Transportation)
- Topsoil Preservation Act (Agriculture and Food)
- Toronto Area Transit Operating Authority Act (Transportation)
- Toronto District Heating Corporation, 1998 (Energy)
- Toronto Futures Exchange Act, 1983 (Finance)

- Toronto Islands Residential Community Stewardship Act, 1993 (Municipal Affairs and Housing)
- Toronto Stock Exchange Act (Finance)
- Tourism Act (Tourism and Recreation)
- Town of Haldimond Act, 1999 (Municipal Affairs and Housing)
- Town of Moosonee Act, 2000 (Municipal Affairs and Housing)
- Town of Norfolk Act, 1999 (Municipal Affairs and Housing)
- Township of Pelee Act, 1978 (Transportation)
- Trades Qualification and Apprenticeship Act (Training, Colleges and Universities)
- Transboundary Pollution Reciprocal Access Act (Attorney General)
- Travel Industry Act (Consumer and Business Services)
- Treasury Board Act, 1991 (Finance)
- Treasury Board Act, 1991 (Management Board of Cabinet)
- Trees Act (Natural Resources)
- Trespass to Property Act (Attorney General)
- Trillium Gift of Life Network Act (Health and Long-Term Care)
- Truck Transportation Act (Transportation)
- Trustee Act (Attorney General)
- Unclaimed Intangible Property Act (unproclaimed) (Finance)
- Unconscionable Transactions Relief Act (Attorney General)
- University Expropriation Powers Act (Attorney General)
- University Foundations Act, 1992 (Training, Colleges and Universities)
- University of Ontario Institute of Technology Act, 2002 (Training, Colleges and Universities)
- Urban Transportation Development Corporation Ltd. Act, 1980 (Transportation)
- Variation of Trusts Act (Attorney General)
- Vendors and Purchasers Act (Attorney General)
- Veterinarians Act (Agriculture and Food)
- Victims' Bill of Rights, 1995 (Attorney General)
- Victims' Right to Proceeds of Crime Act, 1994 (Attorney General)
- Vital Statistics Act (Consumer and Business Services)
- Vitners Quality Alliance Act, 1999 (Consumer and Business Services)
- Wages Act (Attorney General)
- War Veterans Burial Act (Health and Long-Term Care)
- Warehouse Receipts Act (Attorney General)
- Waste Diversion Act, 2002 (Environment)
- Waste Management Act, 1982 (Environment)
- Water Transfer Control Act (Natural Resources)
- Weed Control Act (Agriculture and Food)
- Wild Rice Harvesting Act (Natural Resources)
- Wilderness Areas Act (Natural Resources)
- Wine Content Act and Labelling Act, 2000 (Consumer and Business Services)
- Woodlands Improvement Act (Natural Resources)
- Workplace Safety and Insurance Act, 1997 (Labour)

Frequently Called Numbers

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Fort William: Then & Now

The aerial image on the front cover shows the reconstructed Fort William Historical Park (FWHP) as it stands today, several miles upstream from the original site. With 42 reconstructed buildings, FWHP is among the largest living history attractions in the world.

Throughout 2003, FWHP is celebrating the 200th anniversary of the Great Rendezvous, the annual gathering of the North West Company.

Above: A watercolour rendering of Fort William, circa 1811, by British artist Robert Irvine. The painting is quite detailed and illustrates the fort's immense size, resources, and industries, including schooner construction.

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Printed on Recycled Material
ISSN 0835-3387



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